

Help the Aged

Financial statement for the year ended 30 April 2008
together with Directors' and auditors' reports

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Chairman's report

Last year was another successful year for Help the Aged despite a challenging fundraising environment. Our achievements and successes are described in detail in the rest of this report.

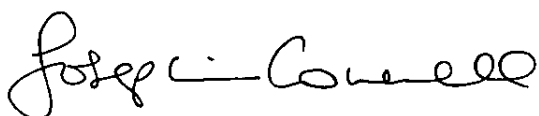
All successful charities need a strong and effective governing body. Ours is no exception and I am pleased to report that the board of trustees continues to fulfil its responsibilities diligently and effectively. We are fortunate to have a body of very experienced and talented trustees who give considerable time to help improve the lives of older people.

I am sad to report the death of two of our trustees, David Glencross and Kevin Williams, during the course of the year. They both made significant contributions to the charity and will be sorely missed both on a professional and personal basis.

Unfortunately, our trustee Barry Keates retired through ill-health and I would like to thank him for his outstanding contribution over many years. Also, Jack Mather, who has served as both a trustee and former chairman with commitment and distinction, has announced his intention to retire after 15 years with the Charity. On a more positive note, I was pleased to welcome two new trustees, Simon Waugh and Hilary Wiseman, to the board in March.

The main focus of the board last year has been the discussions with Age Concern England regarding collaboration and possible merger. At all times, the interests of older people were at the forefront of our minds. Considerable work has been undertaken by joint groups of trustees and directors to determine the challenges for older people over the next decades and how best they can be addressed. At the time of writing, it has been agreed by both boards that, in principle, a single new charity combining the strengths and successes of both the existing charities would best serve the interests of older people. It is anticipated that the due diligence associated with this proposal will be completed later in the year to pave the way for a final decision. In addition, partner organisations will be involved in extensive consultations to consider their role in this visionary proposal.

I would like to praise and thank the trustees and employees of Help the Aged for the professional and industrious way in which they have managed the heavy workload associated with these discussions while keeping up the momentum on delivering our important short-term priorities.



Jo Connell
Chairman

Director General's report

Although we have found it difficult this year to meet challenging targets across the breadth of our various fundraising activities, we have invested in our subsidiary intune as a potential income activity and we have determined to increase our charitable activities in line with the growing demands of an ageing society

Across a broad political and public front, awareness of the demographics - the changing shape of populations in the United Kingdom and around the world - continued to grow. Help the Aged in its own right and increasingly in partnership and alliance with other bodies, played a key role in commissioning and evaluating the research that has led to this heightened appreciation of the current and forthcoming impacts that ageing has on society, its structures and the ways in which researched knowledge can be brought to bear as a shaper of policy

The charity has in particular taken a lead on the contemporary analysis of increasing pensioner poverty and on the inequities that arise in the absence of effective age discrimination legislation. The campaign to address this basic human right shows promising signs of securing effective government action and the consequent beneficial improvements in health and social care and in the provision of goods and services will have a profound effect on the lives of older people in years to come

The report introduced by this foreword tells in some detail and with passion the many ways in which the Charity has tackled the challenges we set ourselves to

- combat poverty
- reduce isolation
- challenge neglect
- defeat ageism
- prevent future deprivation

The increasing relevance of our international work and the close and strong relationship we share with HelpAge International deserve special mention. Ours is a unique alliance, and as global ageing rises to the top of national agendas so does the importance of our combined efforts to influence policy and practical contemporary work at community level.

The way in which experience is common across the world is no better illustrated than, on the one hand, HelpAge International's social pension campaign which has migrated UK experience to emerging countries, and, on the other, to the experience of disaster relief arising from flooding in India and elsewhere that has enabled us to inform local government policy in the UK. We have played key roles in responding to the disasters in Bangladesh, Darfur, Chad and, as this report is written, in Myanmar. In each case, our work has been marked by its speed and efficiency and with a focus on the older generations, a group so often untouched by other agencies

The Chairman's report covers in detail an intense phase of work to develop a closer working relationship between Help the Aged and Age Concern. This

has been an invigorating experience Both Help the Aged and Age Concerns throughout the United Kingdom are justifiably proud of their achievements and of the ways in which they have developed to changing circumstances over the years The current proposal is part of that proud history and evolutionary process and we all anticipate that it will result in organisations equipped to compound the successes achieved separately

Overall, this report presents a comprehensive story that reflects the national and global impact achieved by Help the Aged and the excellence and commitment of staff and volunteers, as well as the generosity of those who support us financially.



Michael Lake CBE
Director General

Our aims

Our **vision** is of a future where older people are free from the disadvantages of poverty, isolation and neglect so they can live with dignity as valued, respected and involved members of society

Our **mission** is to secure and uphold the rights of disadvantaged older people in the UK and around the world. Working with them, we research their needs, campaign for changes in policy and provide services to alleviate hardship today and prevent deprivation tomorrow

Our **aim** is to secure measurable reductions in the poverty, isolation and neglect of older people in the UK and severely deprived countries overseas by delivering practical services, and by bringing about change in public policy and practice, using the recognised authority of our understanding about ageing

Our objectives

WE WILL:

Combat poverty to achieve significant reductions in financial hardship and social exclusion, and mitigate their worst effects

Reduce isolation to decrease the number of older people experiencing loneliness and isolation

Challenge neglect to secure the delivery of consistently accessible, good-quality care addressing the biggest threats to health and well-being

Defeat ageism to win equality and human rights for disadvantaged older people, enabling them to escape from deprivation

Prevent future deprivation to reduce the numbers of people at greatest risk in the future by stimulating prevention as well as cure, through research and other means

In order to carry out these objectives, we **research** the needs of older people, **campaign** for change in government policy and practice, **deliver services** to disadvantaged older people, **operate internationally** in the four nations of the UK and in developing countries, **raise money** and seek ways to grow income, and **work collaboratively** with many different organisations (see list pages 71-3)

To achieve these objectives, we rely on

- **funding** from voluntary donations, charitable trusts, statutory bodies, shops and other commercial activities, including our trading subsidiaries Intune Group Ltd and Help the Aged (Mail Order) Ltd. Profits from financial products and services offered by Intune, a wholly owned subsidiary of Help the Aged, also benefit the Charity
- **support from the public**, who volunteer in our shops and at head office, fundraise as part of a local committee, carry out collections on our behalf, participate in the Charity's events and take action in our campaigns

Our structure

Help the Aged is organised into **seven** divisions.

- Policy and External Relations
- Community Services
- Fundraising and Marketing
- Retail
- Finance
- Human Resources
- Commercial Services

Geographically, Help the Aged has national offices in Wales, Scotland, Northern Ireland and England, and representation in all the regions of England

Our 1,800 employees are central to our campaigning and the communication of our cause to the general public, while our 36,000 supporters are vital to our achieving our goals and objectives

Combating poverty

Ensuring older people have enough to live on

Last year, we said we would

influence the Government to pay pensioner benefits automatically in order to reduce poverty, grow our SeniorLine and benefits advice services to help older people claim £7 million in benefits, and help a further 14,000 people reduce their debt by £0.5 million through Your Money Matters

Putting benefits in older people's pockets

One in five of the UK pensioner population is living in poverty, with many struggling to survive on less than £6,000 a year. The irony is that the same number (approximately 2 million) are failing to claim all the money they are entitled to – money that the Government has set aside for them.

Receiving such benefits would help older people to pay their Council Tax, heating and housing bills and, if they are disabled, for their care. It would also mean they no longer have to choose between eating and heating, and provide the opportunity to engage in social activities that they could not otherwise afford.

However, take-up rates are low because older people either do not know that the benefits exist or assume they will not qualify because they have savings or are a home-owner. Many are also put off by forms asking them to reveal their income, and by past rejection. Hence, the £4.5 billion going unclaimed every year by pensioners is simply being swallowed up again by the Treasury.

To enable older people to claim their rightful entitlements, Help the Aged set up two more benefits advice projects in Stevenage and Thanet, bringing the total number in Britain to 27. The programme, established in 2003 through the British Gas Help the Aged partnership, aims to increase older people's awareness of benefits and their entitlements, and remove the barriers to claiming.

In 2007–8 we provided advice to over 13,000 older people on their individual benefit entitlement and answered 25,000 enquiries through SeniorLine, our free, confidential telephone line. These services enabled older people to claim a total of £8 million and over £111,000 in arrears. Since the Benefits Advice Programme began it has helped older people to claim £16 million, while SeniorLine has identified a total of £7.7 million in unclaimed means-tested benefits and over £1.6 million in arrears in the last three-and-a-half years.

Help the Aged has also been urging the Government to pay pensioner benefits automatically. If an automatic system were in place, over half a million pensioners would be taken out of poverty. As a result of our work, such a system will exist from October 2008. We are pushing the Government to extend this help to those who do not get Pension Credit, too, and setting up a coalition of charities and groups that wish to see automatic payments implemented.

In 2008–9 we want the Government to rename Council Tax Benefit as a rebate and signal its intent to pay this benefit automatically in the future. We

also hope that we can get the Pension Service to change its processes so that all older people receive assistance in claiming Council Tax Benefit and Housing Benefit over the phone. Our aim is to get the Pension Service to better market Pension Credit and the other help available to pensioners, and we will be working jointly with other organisations on various campaigns. Another goal is to secure commitment from HM Revenue and Customs to share more of its data on pensioners with the Department for Work and Pensions so that it can better target older people who need help.

Improving older people's money management skills

On retirement, most people find that their income falls, putting many at greater risk of financial difficulty. To improve the skills, confidence and financial situation of older people, Help the Aged established the Your Money Matters programme in November 2006, thanks to a £1.8 million donation and ongoing support from Barclays. In 2007–8 we set up three more projects in areas of identified need, bringing the total number in the UK to 17.

Each project employs an advice worker and recruits volunteers to provide basic money management and debt advice to older people. Since the programme began, volunteers from Barclays have helped to deliver 450 information and awareness-raising sessions to groups at day centres and community facilities, supporting over 8,200 older people. At the same time, trained advisers have given one-to-one advice on claiming benefits and managing debt to almost 3,000 older people in their own homes and at drop-in centres. Our advisers have helped to secure over £800,000 of benefits for older people and to reduce their debts by £1.6 million, as well as negotiating with creditors to help clients make affordable repayments to clear debts of over £6.5 million.

In 2008–9 we will:

- help older people to claim £8 million in benefits through SeniorLine (£4.65 million), the Benefits Advice Programme (£3 million) and Your Money Matters (£850,000)
- support existing benefits advice projects and create new ones in areas of need and disadvantage, benefitting 10,000 older people by increasing information and awareness about benefits
- improve the money management skills of 11,500 older people through workshops, and awareness-raising sessions, reducing their debt by £2 million, and conduct research into the need for further services to support older people who have difficulty managing money
- ensure government action to tackle and reduce fuel poverty

Reducing isolation

Keeping older people engaged with society

Last year, we said we would:

undertake 35,000 HandyVan visits and expand to integrate local services so that all the needs of older people can be met, develop and support at least 450 community groups across the UK through a grants programme, urge local authorities to offer an alternative to the concessionary bus pass for those who cannot use buses, campaign for the development of the Government's LinkAge Plus pilots; and grow our Gifted Housing service so that people can stay in their own homes longer with the full care and support they need

Meeting older people's needs at home

Seventy-seven per cent of people in the UK expect to be living independently in their own homes into very old age. However, many are prevented from accessing the services they need to make this possible because of illness, mobility issues, lack of transport, financial problems, or because they have no immediate family or friends close by to help with small jobs around the home. Not surprisingly, many are left feeling isolated, worried about their personal safety and security, and concerned about maintaining their property.

This is why Help the Aged runs a Home Support scheme – to help older people maintain their independence, widen their social network and bring them a better quality of life. Part of this service includes HandyVan and First Connect, which operate in Britain and in Greater Belfast, Dungannon and South Tyrone in Northern Ireland.

HandyVan fitters install security products, smoke alarms and carbon monoxide detectors, and carry out simple DIY jobs (free to people who meet charitable criteria), while First Connect puts older people in touch with other vital services, such as housing providers, health agencies, financial and pensions advisers, counselling, suppliers of daily living aids, and voluntary and community organisations providing transport and befriending services.

In 2007–8 HandyVan fitters visited nearly 34,000 homes to install and demonstrate safety and security products and to signpost older people to the right help. Our First Connect co-ordinators assessed the needs of over 1,000 older people and drew up a personal plan with each of them, following this up to ensure they were accessing the most appropriate support. These services are enabling older people to live independently in their own homes, feel safer and more secure, enjoy peace of mind, and make informed decisions about accessing services.

Providing grants to increase social interaction

Isolation and loneliness are a huge problem for many older people, often caused by poverty or disability and serving to exclude them from activities that most people take for granted

Since social contact improves both physical and mental well-being, Help the Aged runs services to enable older people to interact with others, as well as funding other organisations that support older people in the most disadvantaged communities in the UK. These include befriending services, lunch clubs, day care, advocacy, information and advice, specialist transport and social activities.

Not only do we provide grants to these community groups to start new services or buy vital equipment, but we also offer wide-ranging support, including financial and project management, help with drafting policies and procedures, assistance in applying for additional funds, and local promotion and marketing

In 2007–8 we funded 920 groups through our various grants programmes. Over £200,000 was used to provide Christmas meals and summer picnics to almost 54,000 older people, enabling them to socialise with others in their communities. We also gave free advice to almost 690 groups to develop their capacity. For many groups our support made it possible to provide a service to local older people that they would not be able to offer otherwise, touching the lives of 105,000 older people, including homeless and isolated older people, those with learning difficulties and mental health problems, black and minority ethnic elders, and carers.

In 2008–9 we will continue to target resources at linking older people back into their local communities to mitigate the worst effects of loneliness and isolation, and build on the success of last year's festive meals programme to reach even more excluded older people in disadvantaged communities in England. A new three-year Charity of the Year partnership with B&Q, the largest home improvement and garden centre retailer in the UK and Europe, will sustain the number and value of the grants we can award to organisations delivering services to disadvantaged older people, and help us in our campaigning initiatives.

Expanding older people's transport options

Fifty per cent of older people aged 75 and over have a long-term illness which limits their mobility. For these senior citizens, using public transport is simply not an option. Hence, when free off-peak local travel on buses was introduced two years ago for everyone aged 60 and over, they missed out. And later, in April 2008, when free off-peak travel on local buses nationwide came into force, they missed out again, as did those in areas with inadequate or non-existent bus services. Excluded from the freedom to travel, hundreds of thousands of older people are at risk of becoming isolated.

An alternative to the concessionary bus pass is essential, but currently only a few councils provide enhancements to the basic statutory schemes, these include travel tokens that are paid for locally

To encourage more councils to offer concessions, Help the Aged launched a local campaign to assist older campaigners to lobby their local authority. This achieved some successes. Portsmouth, for example, reinstated travel tokens which were going to be axed for all except those registered disabled. For the 18,500 older people who opted for these travel tokens, worth £37 per year or £40 for disabled people, the benefits have been immense.

We have also continued to lobby the Department of Transport, campaign for national guidance on the need for flexible alternatives to the bus pass, and challenge the alleged lack of funding for these. We now have the support of 25 MPs.

Our campaign for the development of LinkAge Plus – a government programme providing joined-up services focused on the most excluded older people – led to the establishment of pilot projects in eight areas which have now been running for two years. We continue to support this model, together with government efforts to get the programme rolled out elsewhere in England.

Over the coming year we will be calling on the 291 transport concession authorities outside London to be as generous and as flexible as possible in their future provision. Given that most are reluctant to improve provision until the new bus pass is embedded, this presents a challenge. Despite lack of support from the Department of Transport, we will also be producing a good-practice guide for these 291 local authorities in England on what makes a good travel concession policy/practice from the point of view of older people.

Supporting older people to remain at home

Most older people would prefer to remain in their own homes for as long as possible because moving can be traumatic, physically demanding and unsettling, and building a new life in another place can seem daunting. However, for those older people who do not have the support of family or friends, or the money to pay for the upkeep of their homes, staying put may not be an option.

Thirty years ago Help the Aged began a Gifted Housing service, to give older people more choice about their living arrangements. This unique service aims to benefit those who are isolated and alone in their later years. In exchange for donating their property to the Charity, older people receive our support to maintain their independence at home, freeing them from much of the worry and cost of maintaining their property and coping alone. The quality of the service is greatly appreciated by those who are benefiting from it. One donor said: 'The most sensible thing I have ever done was to hand the place over to you. It is such a help to feel there is someone I can turn to, and who is on my side.'

Gifted Housing operates in England and Wales and undertakes to carry out essential upgrading and improvements, to pay Council Tax, water charges

and property insurance, to provide financial assistance with any care needs; and to liaise with health and social care agencies at times of crisis

The Charity recently recruited a housing manager and a care service manager to further develop Gifted Housing and ensure that everything is in place to deliver a safe, reliable, good-quality service to more isolated older homeowners in 2008–9

In 2008–9 we will:

- promote neighbourhoods to grow old in at national, regional and local level, with the aim of reducing isolation
- undertake 35,000 HandyVan tasks, expanding the service to incorporate small jobs and minor repairs
- build on our new First Connect and Neighbourhood Wardens services to enable 1,950 disadvantaged older people to connect to local services and 1,500 to be less isolated in their community through ten projects in the UK
- link 65,000 older people back into their local community through intensive work with community groups, with a special focus on befriending, to mitigate the worst effects of loneliness and isolation
- work as one of the four members of Digital Outreach Limited to make older people throughout Great Britain more aware of how to adapt to digital switchover by, for example, developing our peer-speaking programme in Scotland focusing on isolation issues

Challenging neglect

Protecting older people from abuse and poor care

Last year, we said we would:

work to implement the Adult Care and Protection Bill in Scotland, stop financial abuse in the rest of the UK, promote the need for a fairer funding system for care and higher quality long-term care, and make progress in embedding dignity in care in policy and practice.

Protecting older people from abuse

Approximately 500,000 older people at any one time are believed to be at risk of elder abuse. It can take various forms: physical, psychological, financial or sexual, or neglect.

To protect vulnerable adults who are unable to safeguard their own well-being from serious harm at the hands of others, we contributed to discussions about what the Adult Care and Protection (Scotland) Bill should cover, and in April 2008 it became law. As a result, all local authorities must now set up adult protection committees to ensure that vulnerable adults are protected from harm, and have a duty to make enquiries about a person's well-being, property and financial affairs if they believe them to be at risk.

Meanwhile, in England, we have focused on financial abuse. Up to 2.5 per cent of all older people in the UK admit to experiencing some form of financial abuse or exploitation, which is nearly twice as common as psychological or physical abuse.

The nature of financial abuse of older people makes it difficult to define. It could include theft, misappropriation of money or property, misuse of assets and powers of attorney, exerting undue influence to give away assets or gifts, and carrying out unnecessary work or overcharging.

In 2007–8 Help the Aged carried out research and published a report on financial abuse. We are calling on individuals, local services, the Financial Services Authority, banks and the Government to take steps to preventing it. More training and improved systems are needed to ensure that frontline staff can recognise abuse and perpetrators are prosecuted.

We will continue to progress prevention, awareness and prosecution strategies throughout 2008 and beyond. In addition, the UK supermarket chain Morrisons nominated Help the Aged as its joint charity of the year for 2008–9. We hope to use the £750,000-plus that Morrisons' staff and customers are aiming to raise to provide more than 200,000 older people and their families with life-saving information on elder abuse through our SeniorLine service.

Ensuring older people receive better-quality care

Almost 350,000 people with mobility and health problems receive care at home and over 400,000 live in a care home. Although there is a growing demand for care services, the system is poorly funded and in places inaccessible. Older people, their families and carers are baffled by the system and confused about what they are entitled to. While some older people qualify for free care from the state, the vast majority have to pay for all or part of their care. However, charges can vary depending on where you live and older people often have to sell their homes to pay for residential care. Moreover, paying for care is no guarantee of quality.

Help the Aged recognises that we need a simpler, fairer, transparent, consistent and flexible care system. This requires not only better funding but also good information, advice and perhaps advocacy to help everyone get the right care and the right deal. Older people should not have to tolerate inadequate, poorly funded services.

To bring us closer to achieving this goal, the Charity promoted and helped to lead the Caring Choices Coalition, which organised a range of meetings and consultations around England to gauge the opinions of older people, service users and caring professionals on how the system could be improved.

Following on from this work, Help the Aged partnered with Counsel and Care and Carers UK to set up Right Care Right Deal, a campaign calling for radical change to improve the social care system: a fairer funding settlement, better-quality services and more emphasis on providing personal services that are directly arranged by the user. We have also fed into the Government's Carers' Strategy Review and the End-of-life Care Strategy, and will be working with the Department of Health on its dementia strategy.

All the political parties now acknowledge that the present system is not fit for purpose, and ministers have consulted the Charity on how to improve it. The Government has also promised to look again at the whole structure of funding care through a consultation process and agreed on new commissioning processes and direct payments that could transform social care.

Over the next year we will press for progress on these two government promises, continue our Right Care Right Deal campaign and contribute to the consultation on social care to create a new system. We will also carry on working on the joint regulation of care and health services, on setting up effective national minimum standards and on reviewing eligibility criteria for social care services.

Giving back dignity to older people in care

Improving well-being should be at the heart of the design and delivery of any health or social care service, but all too often older people experience a loss of dignity when they call on such support. Loss of privacy, poor hygiene standards and lack of choice and control can all result in a loss of self-worth. Moreover, lack of concern for individuals' dignity can indicate wider health and safety issues, such as risk of infection, mental decline or malnutrition. Dignity must be central to health and social care policy and practice.

A practitioner cannot deliver dignity or a sense of self-worth through any one action. Dignity is a factor in all aspects of care. It is therefore important for service providers to be aware of the practices that may promote or undermine the dignity of older individuals.

In work we commissioned in 2007 to review the meaning of dignity in care and how services could be assessed in practising it, nine key areas of care were identified where dignity is key: personal hygiene, eating and nutrition, privacy, communication, pain, autonomy and choice, personal care, end of life, and social inclusion.

We have been working with organisations to identify a process for developing better measures of dignity so that services may be assessed and quality improved. We have also developed a series of Dignity on the Ward guides to advise hospital staff on how to preserve older patients' dignity.

As one of the leaders of *My Home Life*, a high-profile collaborative programme aimed at improving the quality of life of those who are living, dying, visiting and working in care homes for older people, Help the Aged sent out five bulletins and five posters offering examples of positive practice to 18,000 care homes. We developed networks across the UK to bring care homes together to explore positive practice, offered them web support to get advice and information, and provided training to care homes around the UK. The Charity has also influenced inspectors, commissioners and MPs to help them support quality improvement.

In 2008–9 we aim to help safeguard the dignity of older people in health and social care services by developing and promoting dignity measures on which to base assessments and monitor progress.

In 2008–9 we will:

- play an influential part in producing a 'fair deal' long-term care settlement, supported by significant new funding in the Government's Spending Review 2009
- ensure the Department of Health gives support to and leads practitioners in the new Help the Aged Dignity Framework
- campaign for a better system of social care that provides older people, their carers and families with clear, flexible and fair support, matched with a clear funding settlement
- ensure that the opinions of those receiving and giving care are heard by stakeholders and government
- deliver quality and independent advice on care, housing options and social care provision to 10,000 callers as the first point of contact to First Stop, a consortium of Help the Aged and three other national charities (Elderly Accommodation Counsel, Counsel and Care and NHFA) providing specialist support to older people, their carers and families
- undertake 480 inspections of residential care homes and local authorities in England providing services to older people and people with dementia, in consortium with the Alzheimer's Society, for the Commission for Social Care Inspection (CSCI)
- further develop *My Home Life* in Wales and identify further funding to support care homes in Scotland, Northern Ireland and England

Defeating ageism

Giving older people the equality and dignity that are theirs by right

Last year, we said we would:

work to secure a ban on age discrimination in the provision of goods, facilities and services and bring about a positive duty on public authorities to promote age equality, develop new senior citizens' forums and increase the involvement of disadvantaged older people in existing forums, work to extend human rights protection for older people to residents of private care homes, and continue to work to improve the labour market for people in mid- and later life.

Reducing age discrimination in everyday life

There is clear and plentiful evidence of age discrimination – and not just in the workplace. For example, older people often receive different and lower-quality health and social care services when compared with younger age groups, are refused quotes for car and travel insurance after a certain age, and are denied credit facilities because of arbitrary upper age limits. Such treatment can have a profound and extremely damaging impact on older people, affecting their mobility and independence, causing social isolation and depression, and leading to feelings of worthlessness. In healthcare, age discrimination can mean the difference between life and death.

Relying on voluntary measures has not stopped age discrimination, which means legislation is needed. This will raise the level of protection afforded to older people to the same as that afforded to all other groups in society. It will also provide recognition for the valuable contribution that older people can make to society – in the workplace, as volunteers and economically.

To this end the Charity held conferences and events across the country to raise awareness among older people and the public about age discrimination and to canvass support for our Just Equal Treatment campaign. We lobbied the Government, ministers and MPs, demanding legislation to ban age discrimination in goods, facilities and services, and calling for a public-sector equality duty covering age – which would tailor public services to meet the needs of the ever-growing ageing population and deliver them more efficiently and effectively. As part of our campaigning and lobbying we published and disseminated briefings and policy statements, put together the largest-ever dossier of accounts of age discrimination submitted by older people, and collected over 500 responses from older people to the Discrimination Law Review.

On 26 June 2008 all our efforts came to fruition when the Government announced that it will, in its forthcoming Equality Bill, outlaw age discrimination in the provision of goods facilities and services and also give all public bodies a duty to promote age equality. The age equality duty will apply from the moment the Bill becomes law. The requirement relating to goods, facilities and services will happen more gradually. However, we will keep up the pressure to ensure that the legislation is followed through in practice.

In response to the Strategy for Older People in Wales, Help the Aged in Wales published *Growing Older in Wales*, the first training resource of its kind to promote age awareness and age equality in all areas of daily life. The release of this publication, containing extensive and detailed step-by-step guidance on age equality and on best practice in the delivery of services, coincided with the official launch of the Growing Older in Wales programme in December 2007. Since then, Help the Aged in Wales has collaborated with local authorities to roll out this training.

Our expectation is that, by spring 2009, legislation prohibiting age discrimination will be in force, while a gradual culture change will have taken place, consigning this issue to the wastebin of history.

Giving older people a stronger voice

Older people are often marginalised by their communities and service providers. By working together in senior citizens' forums, older people can deal with issues with a stronger, collective voice, influence decision-makers on matters which impact on their everyday lives, and gain new skills. Forums are run by older people for older people, and all members are volunteers.

Help the Aged works in partnership with other organisations and individual older people to set up forums. Since the establishment of our Speaking Up for Our Age programme in 1997, the number of forums has shot up. In 2007–8, we helped to set up 52 new forums in the UK and supported over 630 existing older people's groups.

To engage more disadvantaged older people in forum activities, we held workshops at regional conferences to look at ways of reaching out to these individuals, worked to link isolated older people to forums in their communities, and focused especially on promoting and supporting forums in deprived rural areas in Wales.

We also helped the Age Sector Platform (ASP), which currently represents about 20,000 older people across Northern Ireland, to secure funding of over £300,000 (including a grant from us). This will be used to develop campaigns and promote the voice of older people over the next three years.

Over the coming year we will continue to support existing forums and the development of new ones throughout the UK, and explore how forum representatives can influence the Speaking Up for Our Age programme. Regular communications with forums will enable us also to share information, views, and campaigning and consultation opportunities.

Safeguarding older people's human rights

Nine out of ten care homes are within the private or charitable sector, but as the law stands the scope of the Human Rights Act does not directly extend to these care homes. This means that residents of independently run care homes who experience human rights abuses cannot use the Human Rights Act to challenge the care home provider.

A report by the Joint Committee on Human Rights highlighted that care home residents are among those most vulnerable to human rights abuses. Numerous examples were cited, including meals being taken away before a resident could eat them, individuals being left in their own urine or excrement, poor hygiene, rough handling and bullying of residents.

The ability to challenge human rights abuses would have a huge impact on the lives of the many older and disabled people in private and voluntary sector care homes. Not only would it empower older people by providing them with a legal remedy if their human rights were breached, but it would also prompt a change in the way that such services are provided because all care home providers would be required to comply with the Act itself. This would ensure that residents were treated in accordance with its principles of fairness, respect, equality and dignity.

To extend human rights protection to older residents of private care homes, Help the Aged launched its 'Lose the Loophole' campaign in June 2006. This urged hundreds of people to email the Chancellor to demand that the Human Rights Act be extended to protect residents in private care homes. In March 2007 the Government pledged to do this and at the same time announced a new study of elder abuse in care homes and on NHS wards. Help the Aged welcomed this, but will be checking that concrete action results.

Several years of campaigning for a Commissioner for Older People in Northern Ireland, to promote and safeguard their rights, also paid off when the Executive announced its commitment to having someone in post in 2009.

Over the coming year we aim to promote greater respect for human rights in equality, health and social care, access to justice, housing, social exclusion and building communities and will campaign to ensure that the role and responsibilities of the new Commissioner in Northern Ireland meet the interests of older people.

Getting older people back to work

Despite the introduction of legislation in 2006 to outlaw age discrimination in employment, many people in mid- and later life feel that their age is a barrier to finding work and that employers place little value on their experience. Many older jobseekers who contact TAEN (The Age and Employment Network) say that ageism, while difficult to prove, is widespread. An additional problem for many looking for work or changing direction is that they are not eligible for funding to update or develop their skills. Failure to find suitable employment can lead to financial difficulties, a loss of self-esteem and, in some cases, to deterioration in mental and physical health.

Although the employment rate of people in mid- and later life has improved over recent years, it is lower than that of younger age groups. TAEN estimates that there are over 2 million people aged over 50 who would like to work but are not doing so. We believe that people should be able to work for as long as they want or need to, particularly against a backdrop of longer lives and poor pension provision.

In 2007–8 TAEN worked to influence government, other key policy-makers and labour market intermediaries, engaged with employers advocating innovative age-management strategies, provided briefings, campaigned in the media, and offered a signposting service for individual jobseekers that directed them to relevant organisations. It also advised many individuals of their rights under the new age discrimination legislation and continues to campaign for the abolition of the default retirement age, introduced under this legislation, which enables employers to retire people at 65.

To advise people in mid-life on how to find work or to stay employed, Help the Aged published *Working at 50+*, one in a series of guides to getting the best out of this stage of life and the years to come. The book suggests ways of making age and experience an advantage rather than a drawback in the job market, and how to avoid redundancy.

In 2008–9 TAEN aims to help increase the total number of people aged 50+ in paid work and to raise awareness and understanding among key labour-market participants of the need to adopt holistic age-management policies and practices so that individuals, employers and government can benefit from longer working lives. Having joined the Age Strategy Group of the newly created Equality and Human Rights Commission, TAEN will work to increase the Commission's understanding of age issues related to employment and continue to support the extension of legislation under the Equality Bill to cover discrimination in goods, facilities and services as they affect employment.

In 2008–9 we will:

- secure the promised inclusion of 'goods, facilities and services' and 'duty to promote' age-equality measures in the Equality Bill by early 2009
- continue our work on the chronic health challenges of older workers: for example, the impact of stress
- ensure strong and effective powers and responsibilities for a Commissioner for Older People in Northern Ireland through influencing and promoting the voice of older people as part of the legislative process
- continue to develop the network of age organisations in Britain and Northern Ireland to ensure that older people have a voice in shaping services and policy affecting their lives with a particular focus on those who are disadvantaged
- publish a report on age and employment concerns raised by constituents to their MPs, to highlight the continuing need to combat ageism in employment

Preventing future deprivation

Reducing dependence in later life

Last year, we said we would:

continue to support and disseminate high-quality biomedical research and launch a new 'Research into Action' initiative, aim to raise a further £1.5 million in pledges towards the Disconnected Mind Appeal, raise awareness of osteoporosis among older people and GPs and campaign against age restrictions on osteoporosis treatment; and work to extend falls services throughout the UK and to increase the availability of relevant physical recreational facilities

Funding research into debilitating conditions affecting older people

Poor health has the biggest impact on quality of life for older people, yet research into the health issues that affect older people has been badly neglected. The Research into Ageing programme aims to find the solutions to poor health in later life so that everyone can live lives that are active and fulfilled. Research into Ageing focuses on aspects of health that most affect older people's quality of life and that are neglected by other funders. For example, mobility, dementia, stroke and incontinence.

In 2007–8 Research into Ageing selected 19 new research projects for funding at a total cost of over £2 million. As malnutrition affects up to 60 per cent of hospitalised patients and as many as 85 per cent of older people in long-term care, one study will look at stimulating appetite and improving food flavour acceptability in older people to increase their overall food consumption. Another project aims to identify age-related macular degeneration (AMD), the chief cause of untreatable blindness in developing countries, in order to develop new treatments. A third project will develop ways to repair damage in the brain's 'white matter' – damage which occurs in specific diseases and as part of normal ageing, and which can significantly contribute to declining mental skills.

Researchers are obliged to publish research results (even if they are 'negative') in peer-reviewed journals so that scientists around the world have access to them. We also disseminate the research we fund, often in more accessible language for our donors, supporters and the general public. In 2007–8 we held four public briefings, three of them in partnership with the Strategic Promotion of Ageing Research Capacity, on the research we are funding into language in later life, keeping mobile, osteoarthritis, muscle strength and immunity.

To make a real impact, research findings must of course be implemented. In 2007–8 Help the Aged became involved nationally in leading and developing new knowledge-transfer initiatives, which transform knowledge and expertise from scientific research into practicable solutions to improve public services, policy and quality of life.

In 2008–9 Research into Ageing aims to fund more essential, high-quality research to find the solutions to ill health in later life. In partnership with the Biotechnology and Biological Sciences Research Council (BBSRC), we will

launch a special call for research into the ageing bladder and bowel – a much-needed but under-resourced area of research

Finding solutions for healthy mental ageing

At present there are about 800,000 people in the UK with dementia and many more in the early stages of cognitive decline. As a result of changing demographics, these figures are set to double in the developed world and quadruple in the developing world.

For many people one of the biggest worries about growing older is losing the ability to think clearly. Since more and more of us are living to older age, the need to find the answers for successful mental ageing is extremely urgent.

The Disconnected Mind research programme aims to discover the recipe for healthy mental ageing by bringing together a team of internationally renowned scientists to identify the key risk factors that lead to cognitive decline, establish those who are most at risk genetically, and find the most useful interventions. If we can understand why some people age mentally better than others, we can prevent this early decline that so often precedes debilitating severe dementia, and spare people from years of confusion, fear and reliance on others for all their daily needs.

We launched the Disconnected Mind Appeal to raise the £13.5 million needed to fund this major research initiative. The researchers aim to complete their studies and announce their final findings by October 2015, which is when the Appeal will close. To date, over £1.5 million has been pledged.

Over £370,000 was received last year to support cognitive tests on 1,000 volunteers who undertook, as schoolchildren, the Scottish Mental Survey in 1947. The new tests will provide a measure of the volunteers' mental skills in their early 70s, to see whether they are better, worse or the same as when they were 11 years old. They will also establish a benchmark of cognitive function, so that when volunteers are re-tested over the following years any changes can be identified and monitored. The first phase of cognitive tests has now been completed and the results are being analysed.

Between May 2008 and April 2009 we need to raise over £370,000 to further progress our research. Our aim is to move on with the next phases of cognitive testing, to further analyse blood and DNA samples to find the role of genes and other physiological measures in healthy (or declining) mental ageing, and to examine social and lifestyle factors to understand the impact of diet, exercise and smoking on cognitive health.

Improving treatments for older people with osteoporosis

Osteoporosis is the common condition of thin, fragile bones. Three million people have, or are at risk of, osteoporosis in the UK. It is a serious condition that worryingly is often only diagnosed after a fracture, and is responsible for one in two women and one in five men over the age of 50 breaking a bone.

Broken wrists, hips and spinal bones are the most common fractures in people with osteoporosis. After breaking a hip, older people stand less than a

50 50 chance of remaining independent Osteoporosis can also cause long-term mobility problems and is a common reason for people going into care Although it is not in itself painful, broken bones – particularly those in the spine – can be

In addition to the personal and social costs of osteoporosis, the condition currently costs the NHS £1.73 billion every year – and this is just to treat those who have experienced hip fractures, costing an estimated £12,000 each

In 2007–8 Help the Aged worked closely with the National Osteoporosis Society and the British Geriatrics Society to include falls and osteoporosis in GP contracts Our goal was to give GPs a financial incentive to recognise and treat older people at risk of osteoporosis, leading to the prevention of the onset of the disease Osteoporosis is still being widely tipped to be one of the conditions for inclusion in the contract as the British Medical Association works to reinstate it under difficult circumstances. We will also be working with the Department of Health to improve the process for commissioning osteoporosis services and the treatment received in primary care

The Charity has enjoyed much success in campaigning against age restrictions on certain osteoporosis treatments Working with the National Osteoporosis Society, we have succeeded in lowering the age restriction on the drug alendronate from 75 to 70 Although we continue to make the case that there should be no age limit at all on these treatments, we welcome the fact that this drug is now available to those at highest risk of osteoporosis

In 2008–9 we will push for improvements in the assessment and treatment of bone health in primary care

Reducing the risk of falls among older people

One older person dies every five hours as a result of a fall Every year about 30 per cent of older people living in the community fall, rising to approximately 50 per cent for those aged 85 and over In the over-65s, falls represent the most frequent and serious type of accident They destroy confidence, increase isolation and reduce independence The after-effects of even the most minor fall can be catastrophic for an older person's physical and mental health

Help the Aged recognises that falls services are crucial Not only do they work with local older people to reduce their risk of falling and promote the message that falls are not an inevitable part of ageing, but they also empower older people within their local community to stay active and remain independent However, a clinical audit on falls and bone health services released by the Royal College of Physicians in November 2007, delivered a poor picture of care and prevention of falls The audit found that 80 per cent of people with hip fractures spent over two hours in A&E before being transferred to a ward, and that three months after sustaining a hip fracture only one-fifth were having treatment for osteoporosis

To rectify the inadequacies of the current falls services available, Help the Aged established an online network and funds ProFaNe, a European network for falls professionals Through these networks the latest policy developments, research, events and news are disseminated, allowing new falls services to

deliver the message, in an appropriate way to adults, that falls are not an inevitable part of ageing. Almost 225,000 copies of our free advice leaflet *Staying Steady* have been distributed too.

We also provided funding for 62 individuals to become tutors in strength and balance exercises, thereby increasing the provision of exercise instructors for older people and the opportunities available to them to take part in physical activities specific to their needs. The trainees, some of whom are over retirement age, are from rural and urban areas across the UK.

In June 2007 we held our third National Falls Awareness Day, offering many organisations the opportunity to promote their falls services to local older people. Participants were also encouraged to lobby their local authorities about the condition of pavements in their area, following research by Help the Aged which revealed that 2.5 million older people had experienced a slip, trip or fall because of damaged pavements.

In 2008–9 we are aiming for improvements in the assessment and treatment of falls in primary care and to run our fourth National Falls Awareness Day in June 2009.

In 2008–9 we will:

- influence the development of advice for commissioners to include falls and fragility services in primary care
- oversee the output of the current £6 million biomedical research portfolio, select the best new research bids (£1.8 million) and maintain support to The Disconnected Mind (£1.5 million)
- position Help the Aged as a leading authority on age research and as a primary focal point for knowledge transfer
- campaign to improve the provision and take-up of informal adult education for older people

Helping developing countries

Improving the lives of older people overseas

Last year, we said we would:

grow our Sponsor a Grandparent programme, direct practical aid to the most vulnerable older people, build the capacity of age-related organisations in Europe and developing countries; complete the majority of our tsunami reconstruction programmes in India and Sri Lanka, and work to enable communities to be more prepared for disasters

Supporting grandparents and their communities

More than one in ten of the poorest people in the world are over 60. Many are trying to survive on less than a dollar per day, often while caring for grandchildren orphaned by the AIDS epidemic. In these exhausting circumstances, it is almost impossible to move on from a life of grinding poverty.

Help the Aged is the UK's leading charity in supporting older people overseas. For over 30 years we have been running the Sponsor a Grandparent programme, a unique way for our supporters to help disadvantaged older people overseas and their communities. The money they receive is often their only means of survival. Some use it for subsistence, others put it towards small businesses, caring for grandchildren or paying for medical attention or vaccines. However, the programme provides not only basic essentials, such as food, clothing, medicine and shelter, but also supports income-generation schemes and community projects, making a long-term contribution to disadvantaged communities. Although we directly support more than 26,000 older people through 350 community projects in over 50 countries around the world, the programme benefits 45,000 vulnerable people, including older people's families and their communities.

Last year we established four new projects in China, Cambodia and Tanzania, and are in the process of considering further projects in Ethiopia, Tanzania, Bangladesh, Laos, Peru, Bolivia and Jamaica. Before setting up a new project, we test it against a set of criteria: Is it sustainable? Does it meet a serious need? Will it have an impact and be resilient in emergencies?

In 2008–9 our aim is to grow the programme by 5 per cent in order to enhance the quality of life and well-being of at least 40,000 disadvantaged older people and their families, and to support older people's organisations to become more efficient and effective. We will also be inviting new proposals and budgets from existing and potential partners for the next three years.

Working to give older people a regular income

In many developing countries older people are left to fend for themselves despite poor health. Family support is often not forthcoming because of HIV/AIDS, natural disaster, political emergency or migration for work, while social-awareness drives and international development programmes tend to ignore their needs. This dire situation is further compounded by a lack of social protection programmes – including a social pensions system and

affordable healthcare – and the fact that many are struggling to bring up orphaned grandchildren too

The single most effective long-term initiative to alleviate poverty among older persons around the world and to ensure their contribution to global development would be the adoption of national pension programmes and related old-age allowance programmes. A guaranteed regular income of as little as a US\$2 a day would fundamentally change living conditions for both the pension recipient and their family.

To increase support for direct practical aid to older people around the world, our partner HelpAge International and its partners have been part of a push to make social protection a reality in Africa. Following an Africa-wide meeting, the countries involved are working on costed plans to achieve social protection. Seventy-two countries worldwide now have a social pension scheme. We also collaborated with partners in Serbia to ensure that plans to introduce social pensions were being monitored by older people and the organisations that work with them.

For older people such as 72-year-old Zambian widower Haatantala, a small but regular sum of money can be life-changing. Thanks to a government scheme which gives him a regular income of US\$6 a month, Haatantala has been able to produce a field of maize next to his small mud house. Rather than buying food with this money, he chose to invest it in farming and in growing his own food, so that he will never again have to beg from his neighbours to survive. In Uttar Pradesh, India, a regular social pension income is helping older people to increase their status and cement intergenerational relationships and obligations.

Eighty per cent of older people still do not receive a regular income, so we still have a long way to go. We want to see various countries' promises for a social pension turned into a reality.

Supporting older people's groups to achieve their demands

For many older people in developing countries and in parts of Europe, life is miserable. Without an adequate pension to support them, many older people are forced to earn an income to look after themselves and, in many cases, their dependants. In Moldova, for example, a quarter of the adult population has emigrated to work outside the country, leaving grandparents to look after thousands of children.

The burden of caring for grandchildren, the erosion of traditional family and community support, and the lack of any regular income are causing greater poverty and increased isolation among older people around the world.

A key part of our work is to build older citizens' groups and monitor projects in Asia, Africa, Latin America, the Caribbean and Eastern Europe. Our aim is to support older people in their demands for healthcare, financial support and benefits and to gain the recognition they deserve.

In 2007–8 we helped to unite age-related organisations across Eastern Europe and brought older people and decision-makers together to discuss

issues of concern at local, national and international levels. For example, in Bosnia older people met the municipal mayor who committed to supporting self-help groups, while in the Czech Republic our partner organisations participated in government reviews, one of which oversaw a complete change to the way social care is delivered there. The UN also heard older people's voices, warning that progress on plans affecting older people was being monitored by that country's citizens.

The main priority for the coming year is to reinforce the research and information that our partners have at their fingertips to bring about change and challenge injustice. We aim to make governments recognise the needs of older people in society and commit to reducing their poverty and social exclusion.

Helping tsunami survivors to get their lives back on track

In emergency situations older people's needs are frequently overlooked. It is often assumed that they will be cared for by their families or that they have similar needs to other vulnerable groups such as children. However, this is usually not the case.

Help the Aged delivers high-quality emergency humanitarian support to older people globally in partnership with local agencies. Hence, when a tsunami hit South Asia in 2004, the Charity worked with HelpAge International to ensure the provision of tailored relief and appropriate follow-up support to older people in India, Sri Lanka and Indonesia who had lost relatives, their homes and their livelihoods. We also advised other agencies and authorities on how best to meet the needs of older people.

Following the tsunami, Help the Aged spent £8 million on helping more than 200,000 older people through social protection programmes, health interventions and on procedures to increase resilience to future emergencies. Our reconstruction programmes aimed to restore not only older people's homes and capacity to cope in terms of feeding and clothing themselves, but also their psychological equilibrium, dignity, and hope for the future. We completed the majority of these programmes, which also involved monitoring the projects to ensure that older people were benefiting physically and psychologically.

Almost four years after the tsunami, many of the older people affected are now able to work, claim benefits and, to some extent, look forward to a future where they can manage their own lives and income.

Next year we aim to use our remaining funds to strengthen the effectiveness and sustainability of community-based initiatives and partnerships between local government, international charities and local organisations for the welfare and rights of vulnerable older people in Indonesia.

Preparing communities to mitigate the worst effects of disasters

Since many older people in developing countries have no regular income, access to affordable healthcare, or family members with financial security, their lives can become intolerable when disaster strikes. With no resources available for older people to fall back on or any social protection from the state, they often find themselves particularly vulnerable

In partnership with HelpAge International, Help the Aged supports older people caught up in many kinds of emergency situations, ranging from the aftermath of earthquakes and cyclones to politically triggered violence. The Charity is also a member of the Disasters Emergency Committee (DEC), an alliance of 13 leading humanitarian agencies that raise funds and awareness together, following a crisis or emergency. Not only do we offer support to older people following disasters, but we also encourage other members of the DEC to take the needs and capabilities of older people into account in their disaster relief programmes

In the last few years we have responded to the Asian tsunami (December 2004), the Pakistan earthquake (October 2005), cyclone SIDR in Bangladesh (November 2007), the political violence in Kenya (January 2008) and cyclone Nargis in Burma (Myanmar – May 2008). We also have an ongoing programme of work in Darfur.

To better prepare communities in the event of a disaster, Help the Aged worked with partners and international organisations, as well as internally, to increase our understanding of what makes a community resilient to disaster. Using this knowledge, we strengthened older people's organisations in disaster-prone areas by equipping them to participate in early warning systems, to identify vulnerable older people in their communities and support them; and to set up grain stores, low-interest credit and loans, and grants to give their members independence.

We also campaigned for social protection with local partners through ongoing advocacy work and Age Demands Action activities around the world, worked with international relief and development organisations to ensure they were aware of the particular needs of older people, and set up a new emergency appeal fund for disaster-preparation work.

As a result of our involvement in supporting early warning systems for older people, fewer people were killed in the Bangladesh cyclone in November 2007. Our work with relief organisations in Mozambique, during and after the floods of previous years, meant that older people were better served in general relief efforts when flooding occurred again in January 2008. And we struck a chord with the public, who have given almost £83,000 towards our appeal fund in just three months.

In 2008–9 we will be working with communities in countries including Sudan, Peru, Ethiopia, India, Sri Lanka, Indonesia and Burma to reduce their vulnerability to emergencies. For example, a project in Sudan is helping older people, some of whom are returning home from refugee camps, to produce crops. This will mean that instead of having to rely on handouts, they will have their own food supply.

In 2008–9 we will:

- enable several developing countries to bring in a social pension,
- build the capacity of age-related organisations and networks in Eastern/Central Europe with at least three partners,
- ensure £5 45 million from the Help the Aged international programme is delivered to targets and timescale,
- work in at least two new countries with our Sponsor a Grandparent programme and help at least 40,000 older people and their families in the poorest communities around the world,
- develop groundbreaking programmes of training and support to develop palliative care in India and Africa,
- respond to the unique needs of older people in emergency disaster situations, such as Darfur and the Asian tsunami

Our services

Information, advice and advocacy

Benefits Advice Programme

Summary

Projects increase older people's awareness of benefits and their personal entitlements

Aims

To remove the barriers to claiming benefits and to support people to access benefits

Organisations helping us to deliver services

Age Concern. Barking & Dagenham, Barrow & District, Ceredigion, Dorchester, Kirklees, Hull, Lewisham & Southwark, Lindsey, Neath Port Talbot, Newcastle, North East Wales, Preston & South Ribble, Rotherham, Sandwell, South Tyneside

Citizens Advice Bureaux Attleborough & District, Bedford & District, Caithness, Dumfries & Galloway, Eastbourne, Luton, North Warwickshire, Stevenage, Thanet, Weymouth & Portland, Wymondham

Other DIAL Basildon & South Essex, Disability Cambridgeshire, Independent Living North Lincolnshire, Pensioners Action Group East

Annual running costs

In 2007/8 we spent £0.3 million on the Benefits Advice Programme

Sources of support

British Gas

Value for money

£5.7 million of benefits were claimed, meaning that for every £1,000 spent, we enabled older people to claim back £21,000 of benefits

Your Money Matters

Summary

Money advisers, supported by a team of Barclays volunteers, run projects around the UK to provide free and impartial information and advice on money management and debt issues

Aims

To improve the skills and confidence of older people to manage their finances better, especially in times of change, and to help them plan for their futures

Organisations helping us to deliver services

Age Concern Croydon, East Cheshire, Walsall

Citizens Advice Bureaux Basingstoke Blackpool, Luton, Pembrokeshire, Tadley (Hants)

Other: Caring Hands Charity Newcastle, Ipswich CVS, Leeds Older People's Forum, Pensioners Action Group East, Pensioners Action Group East Riding, Podsmead Neighbourhood Project Network, South Coast Money Line Portsmouth, Tendring CVS (Clacton), Toynbee Hall East London, Vauxhall Community Law and Information Centre, WRVS (Stoke)

Annual running costs

In 2007/8 £0.7 million was spent on the Your Money Matters Programme, helping to reduce older people's debts by £1.5 million

Sources of support

Barclays

Value for money

The £34,000 required to run a Your Money Matters project for one year will enable us to deliver an average of 24 awareness-raising sessions for over 500 older people; help write off over £92,000 of debt; manage over £376,000 of debts so that debt payments are realistic and affordable, and secure an additional £46,000 for older people

SeniorLine

Summary

A free, impartial and confidential telephone advice service for older people, their relatives, carers and friends

Aims

To respond to calls for advice and information on welfare and disability benefits, care at home, residential care, housing options and adaptations, and access to health and community services. Trained advice workers also supply details of relevant local or national organisations

Annual running costs

In 2007/8 £0.3 million was spent on the SeniorLine service, providing advice and information to over 78,000 people

Sources of support

Barclays

Value for money

£3,900 would enable us to provide expert advice to 1,000 older people on a range of issues – from claiming benefits to accessing health services

Information and advice leaflets

Summary

Easy-to-understand, up-to-date and impartial guidance on financial issues, housing, home safety and health matters.

Aims

To provide a written information service to older people around the UK

Annual running costs

In 2007/8 £0.5 million was spent on producing 1,955,000 leaflets for 20 different titles.

Sources of support

Abbey, voluntary payments from Citizens Advice Bureaux, disability groups, GP surgeries, hospitals, housing associations, libraries and other organisations working for older people

Value for money

On average it costs under 3p to produce each leaflet

SeniorMobility

Summary

This vehicle procurement and advice service for groups and projects working with older people enables them to buy badly needed accessible vehicles, including meals-on-wheels and gardening vehicles, scooters, mobile day centres, community cars and other mobility equipment

Aims

To reduce isolation and boost the independence of the most socially excluded older people in our communities by increasing their access to special vehicles and local transport schemes

Annual running costs

In 2007/8 £1.5 million was spent and 48 vehicles were presented to various groups working with older people

Sources of support

Foresters Charity Stewards Trust UK, HBOS, London Clubs International, Minibus Plus, The Pigeon Fanciers, Q'Straint

Value for money

£20,000 would enable us to purchase an accessible 8-seater minibus to transport disadvantaged older people to luncheon clubs and day centres

Home support

A Call in Time

Summary

Volunteers telephone older people on a regular, long-term basis to check on their well-being and to provide emotional support and befriending, especially at difficult and critical moments in their lives

Aims

To enable older people to live independently in their own homes for as long as possible.

Organisations helping us to deliver services

Age Concern: Keep in Touch (Brent), Pershore (Hereford & Worcestershire)

Other: Circle of Friends (Southminster, Essex), Friendship Phone Network (Finsbury Park), Good Morning Gloucester Community Service Volunteers/Retired Seniors Volunteer Programme (Durham), Goodwin Development Trust (Hull), Independent Living North Lincolnshire, WRVS (East Lothian)

Sources of support

Zurich Community Trust

Value for money

For each Call In Time link-up co-ordinator we employ to recruit volunteers for this new service in 2008/9, we aim to support 3,000 older people every year

First Connect**Summary**

First Connect co-ordinators visit older people in their homes to assess their needs and put them in touch with services that can help, complemented by a national telephone signposting and casework service for areas without local co-ordinators

Aims

To make it easier for older people to access the right care and remain independent.

Annual running costs

A new service was launched in England in 2007/8 with an annual budget of just under £0.2 million. So far this has helped to establish six projects across the UK, supporting over 1,100 older people.

Organisations helping us to deliver services

Belfast City Council, Castle Vale Community Housing Association, Derby City Council, Dungannon and South Tyrone Borough Council, Dungannon District Policing Partnership, Dungannon Health and Social Services Trust, Eveson Charitable Trust

Value for money

£33,000 would enable us to set up a First Connect service in a deprived area of England, helping us to put services every year in touch with 150 older people who need support to live independently

HandyVan

Summary

HandyVan fitters make older people's homes safer and more secure by installing free window and door locks, door chains, smoke alarms and carbon monoxide detectors as well as doing small repairs and DIY jobs.

Aims

To help older people to live independently and safely in their own homes, and enjoy peace of mind

Organisations helping us to deliver services

Annandale & Eskdale CVS, Age Concern Northern Ireland, Boroughs of Havering and Redbridge, Chiltern District Council, Community Safety Unit (Dungannon & South Tyrone), Derbyshire County Council, Eastern Health & Social Services Board, Foresters Friendly Society, Essex County Council, Essex Fire and Rescue Authority, Epping Forest District Council, Goodwin Development Trust, Greater Manchester Fire & Rescue Service, Kent County Council, Lincolnshire Home Improvement Agency, London Fire and Emergency Planning, North East Lincolnshire Council, Northern Health & Social Services Board, Northern Ireland CSU, Peabody Trust, Royal Berkshire Fire and Rescue, South Bucks District Council, Southend on Sea Borough Council, Sovereign Housing Association, Spirita Ltd London, Torridge Voluntary Services, Ty Saff, Victim Support Schemes in Lambeth, Southwark and Wandsworth, West Dorset District Council, West Herts Against Crime (WHAC), West Lancashire District Council, West Leicestershire Care & Repair, Wycombe District Council

Annual running costs

In 2007/08 £1.9m was spent on the HandyVan service. A total of 34,000 jobs were carried out across the UK by 35 Help the Aged fitters plus partners.

Sources of support

British Gas, Legal & General, London Clubs International, Help the Aged local fundraising committees

Value for money

£43,000 would enable us to run a HandyVan service providing security and safety devices, hand and grab rails, and small repairs in the homes of older people.

Neighbourhood Wardens programme

Summary

Neighbourhood wardens deliver direct services to older people and champion older people's needs.

Aims

To reduce older people's fear of crime and anti-social behaviour, link them to other local services and involve them in neighbourhood regeneration and community development schemes.

Organisations helping us to deliver services

Bournemouth Borough Council, Castle Vale Community Housing Association (Birmingham), Goodwin Development Trust (Hull), Great Places Housing Group (Manchester & Salford), Torbay District Council, Walsall Housing Regeneration Agency

Annual running costs

In 2007/08 £0.1m was spent on the Neighbourhood Wardens service, helping to support four neighbourhood warden schemes to make over 5,000 visits to older people's homes.

Sources of support

Calouste Gulbenkian Foundation, Department for Communities and Local Government (DCLG), Stavros Niarchos Foundation

Value for money

£10,000 would fund a warden for six months, during which time they could make social contact with about 500 isolated older people

SeniorLink**Summary**

This 24-hour telephone response service provides users with a unit and a pendant to wear round the neck or on a wrist strap. Pressing a button on the unit or pendant connects the user to a response centre operator should they need emergency assistance or just reassurance.

Aims

To help older people feel safe and secure in their own home, giving them greater independence and increased confidence 365 days a year.

Organisations helping us to deliver services

Age Concern (Nottinghamshire), British Red Cross, Dengie Community Trust, Elders Voice (Brent), Essex County Council, First Connect Castle Vale, Help & Care Bournemouth, Metropolitan Police, UK-wide Palliative Care Movement, Perry Common Community Watch, plus a range of community voluntary organisations around the UK.

Annual running costs

In 2007/08 £0.2 million was spent on the SeniorLink service.

Sources of support

British Gas, Goldman Sachs, John Ellerman Foundation, Rufford Maurice Laing Foundation, Vodafone, Zurich Community Trust, plus regional and local trusts and foundations.

Value for money

In 2007/8 we provided over 3,400 SeniorLink units and neck pendants to older people, enabling them to live independently and with peace of mind in the knowledge that help is available 24 hours a day in an emergency or when they need reassurance.

Financial Review

Headlines

- Retail Gift Aid scheme
- 26 per cent fall in Legacy income
- Charitable expenditure increased to £37.3m
- Charitable distribution increased to 89 per cent

Incoming Resources

The Charity aims to attract income from a wide range of sources, and continuing focus is given to ensuring optimal efficiency in the generation of that income. The proportion of charitable activities to net income is shown in chart 3, which also shows how charitable spend has increased whilst income has fallen.

Income fell by £7.7m (9.7 per cent) to £71.9m (2006/7 £79.6m) driven largely by a £4.5m (26.4 per cent) fall in legacy income, the £1.7m VAT windfall we received in 2006/7 and a £1.1m fall in shop sales. The different sources of income are described in chart 1 below.

Lower numbers of high value legacies were received this year against an exceptional amount received last year, and legacy costs have increased this year as we continue to invest in the Wills Advice service, which will reap long-term legacy benefits. While legacy income for the year was at a lower level than in 2006/7, the average value of new legacies notified during the year increased by almost 20 per cent with the number of new notifications holding steady. We expect this to translate into increased income in 2008/9.

Retail income fell this year as donated goods sales reduced by £968k and we changed our approach to the new-goods business, which included a small stock write off. This was partly mitigated by higher rag sales, and donations and gifts benefited by £343k from the first of our gift aid claims generated by the Retail chain. The Retail gift aid initiative is new to the charity sector, has enabled us to add 75,000 new donor records to our database and will contribute significantly more to the Retail division as it grows.

Donations and gifts income fell by £728k (4 per cent) to £17.6m (2006/7 £18.3m), mainly because DEC tsunami income and income from Better Government for Older People, which Help the Aged was hosting, both came to an end. This combined with the legacy fall off has worsened the Fundraising ratio from 23.9 to 29 per cent. Otherwise, Marketing income grew by £1.5m (12 per cent) driven largely by Research into Ageing appeals, regional fundraising and donations made through our shops, and the Retail Gift Aid initiative.

Fundraising particularly focused on international and biomedical research work, through the twin strategies of improving performance in existing activities and piloting new activities to minimise risk by rolling out once the model is proven. Fundraising delivered improved performance on all fundraising activities with the exception of raffles and collections, and as a

result we have now closed our telemarketing unit and outsourced our raffle to a company that has a proven track record with many other charities.

Some key achievements were

- '1 is the Saddest Number' Christmas Appeal was successfully rolled out across the donor database, raising over £1/2 million
- Cows 'n' Things was scaled up to sell over 30 products and was rolled out across the Charity including retail and direct mail promotions
- Sponsor a Grandparent was successfully relaunched with a new television advert, website, direct mail packs and even a banner on our head office building
- Research into Ageing successfully launched its first-ever street fundraising campaign, recruiting over 1,000 new regular givers to the charity

The corporate team secured three major new partnerships with Morrisons, LCI and B&Q, worth over £1m. As part of the Older People Pan-regional Programme, the Trust Team secured a grant of £449k over four years from the Big Lottery Fund Well-being programme and this year the major donor programme was expanded to cover our international development work as well as Research into Ageing (biomedical research)

Income from charitable activities fell by £773k (18 per cent) as fewer vehicles were purchased under the SeniorMobility scheme, fewer Gifted Houses were taken on and less income was achieved through sale of aid products due to the Home Shopping activity being outsourced. Historically this activity was operated in-house and was loss-making, thanks to outsourcing, Home Shopping now makes a small contribution

The investment in intune has increased other trading income to £2.6m (2006/07 £2.4m), although merchandising and commission costs, including this year's launch and the establishment of the intune brand, have risen to £6.4m (2006/7 £3.1m).

Charitable Activities

Despite the reduction in income, expenditure on charitable activities has increased by £591k to £37.3m (2006/07 £36.7m). This increase in charitable expenditure combined with reduced income has resulted in an increase in charitable distribution for the fourth year running to 89 per cent (2006/07 76 per cent), as shown in chart 3 on page 38

The distribution of this expenditure over the key objectives of the Charity is shown on chart 2 on page 38. More detail of the achievements and of the activities undertaken during the year is given earlier in this Annual Report. Financial highlights are:

- Combating Poverty expenditure increased by 8 per cent to £4.7m (2006/7 £4.4m), driven mainly by the increase in the Your Money Matters programme, sponsored by Barclays
- Reducing Isolation expenditure reduced by 8 per cent to £8.9m (2006/7 £9.7m) because of fewer large grants to community groups for major

service development and lower campaigns cost for The Big Spring walk (launched in 2006/07)

- Defeating Ageism expenditure fell by 14 per cent to £3m (2006/7 £3 4m) driven by high capacity-building expenditure in Northern Ireland last year
- Challenging Neglect expenditure fell by 4 per cent to £3 7m (2006/7 £3 9m) which relates to last year's Dignity in Care publication and campaign
- Preventing Future Deprivation expenditure rose by 23 per cent to £7 3m (2006/7 £5 9m), due to increased Research into Ageing grants, notably £1 1m to the Disconnected Mind project.
- International expenditure rose by 3 per cent to £9.7m (2006/7 £9 4m) the winding-down of the DEC tsunami programme was offset by other DEC increases and an increased grant to HelpAge International

The Charity aims to maximise the amount spent on charitable activities, subject to its Reserves policy (see "Reserves" below), and to spend approximately a quarter of that amount on international activities whilst ensuring optimal effectiveness in line with the Charity's objectives. This year 26 per cent (2006/07 25 5 per cent) of charitable spend was on international work.

Chart 1 Income by source £44.6 (with retail costs deducted)*

Donations and gifts	£17.6m
Legacies	£12.5m
Grants	£1.7m
Net merchandising and retail income	£4.1m
Events	£0.7m
Investments	£1.3m
Income from charitable activities	£3.6m
Other	£3.1m

Breakdown of donations and gifts	£m
Individual	8.5
DEC	1.6
Gift Aid	2.6
Corporate donations	1.1
Payroll Giving	0.4
Other donations	3.4
	<u>17.6</u>

Chart 2 Charitable expenditure £37.3m

Combating poverty	13%
Reducing isolation	24%
Defeating ageism	8%
Challenge neglect	10%
Preventing future deprivation	19%
International	26%

Chart 3 Net income and charitable activities

	2008	2007	2006	2005	2004
Total charitable activities	£37.3m	£36.7m	£32.1m	£28.0m	£30.8m
Net income available for charitable activities	£28.1m	£40.1m	£36.3m	£33.8m	£28.6m

* Income by source includes net retail income and does not equal total incoming resources in the consolidated statement of financial activities, which includes gross retail income

Corporate Governance

Governance and decision-making

Help the Aged is a charity constituted as a company limited by guarantee, therefore subject to charity, trust and company law and governed by a Memorandum and Articles of Association. The objects for which it was established are 'to promote the welfare of the aged in any manner which now or hereafter may be deemed to be charitable by law in any part of the world and for such other ancillary charitable purposes as the trustees may determine'

The governing body of the Charity is the Board of Trustees, which comprises 16 members and meets six times a year, including a conference to review strategy and performance together with the Director General and executive directors

The Board has established six formally constituted sub-committees, each with specific terms of reference and functions delegated by the Board and with a trustee as chairman appointed by the Board. Finance, Audit, Nominations, Remuneration, International and Property. A number of other committees help with the day-to-day running of the Charity and each trustee has a direct link to support one or more directors

The Finance Committee oversees all financial aspects of the Charity's operations to ensure short- and long-term viability. It reviews the three-year plan and budget and monitors performance against them and financial forecasts. It approves the presentation of financial information. The Finance Committee reviews the Charity's investment strategy and monitors investment performance.

The Audit Committee reviews the audited annual financial statements of the Charity and recommends them to the Board of Trustees. It also reviews the Charity's annual statement on internal control and risk management, and recommends it to the Board. The Audit Committee reviews reports from the external and internal auditors and monitors management actions to implement recommendations made in audit reports. It determines the frequency and process of tendering for external audit services, considers the appointment, resignation or dismissal of the external auditors, approves their fee annually, reviews their independence and objectivity and matters relating to non-audit services and formally reviews the performance of the external auditors every three years.

The Nominations Committee leads the process of trustee appointments, manages the process for the appointment of the Chairman of the Board of Trustees and decides upon an appropriate procedure for the selection of a new Director General. The process for recruiting new trustees is based on an evaluation of the balance of diverse skills and experience needed to govern the Charity in its breadth. Newly appointed trustees receive a letter of appointment, an induction programme and ongoing updates during their term.

Trustees are elected normally for a term of four years, with a maximum period of service of two terms

The Remuneration Committee continually reviews employment and remuneration policy, determines the salary of the Director General and the executive directors and approves the annual employee percentage salary increase

The International Committee approves and periodically reviews the Charity's strategy for supporting older people overseas, ensuring its appropriateness alongside the work of other agencies and its consistency with the Charity's strategy as a whole. It oversees and monitors the delivery of the international work programme and ensures that value for money and financial probity is achieved in all funded programmes of international work and operating overheads

The Property Committee considers the disposition of property by the Charity

The Director General and Finance Director attend meetings of the Finance Committee. The Director General, the Finance Director, the Charity's internal auditor and the external auditor attend meetings of the Audit Committee. The Director General attends meetings of the Nominations Committee and the Remuneration Committee. The Director General, the Director of Policy and External Relations and the Charity's international affairs manager attend meetings of the International Committee. The Charity's head of property and facilities attends meetings of the Property Committee

Statement of trustees' responsibilities

The trustees are responsible for preparing the Annual Report and the financial statements. The trustees have chosen to prepare accounts for the Charity and the group in accordance with United Kingdom Generally Accepted Accounting Practice (UK GAAP). Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the group for that period and to comply with UK GAAP and the Companies Act 1985. In preparing these financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently,
- Make judgements and estimates that are reasonable and prudent,
- State whether applicable accounting standards have been followed,
- Prepare the financial statements on the going-concern basis unless it is inappropriate to presume that the Charity will continue in business

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity, and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the

assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

The trustees are responsible for the maintenance and integrity of the company website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements differs from legislation in other jurisdictions.

Disclosure of information to auditors

Each of the persons who is a trustee at the date of approval of this report confirms that so far as each trustee is aware there is no relevant audit information of which the Charity's auditors are unaware, and the trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s234(ZA) of the Companies Act 1985.

Risk and internal control

The trustees have overall responsibility for ensuring that the Charity has an appropriate system of controls, financial and otherwise. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reassurance that

- its assets are safeguarded against unauthorised use or disposition,
- proper records are maintained and financial information used within the Charity or for publication is reliable; and
- the Charity complies with relevant laws and regulations.

As part of the Charity's risk management process the trustees acknowledge their responsibility for the Charity's system of internal control and reviewing its effectiveness. It is also recognised by the trustees that such a system is designed to manage rather than eliminate the risk of failure to achieve the Charity's objectives and can provide only reasonable, not absolute, reassurance against material misstatement or loss.

It is the Charity's policy that

- the Charity undertakes no activity in its direct dealings with older people, its campaigns, and its fundraising (whether by the Charity or its trading subsidiaries) that does not fit with, support or reflect its stated mission statement, its manifesto and its core values. Most particularly, any activity which might risk tangible or intangible abuse of or harm to an elderly person or older people, is unacceptable,

- as the single most significant identified risk to Help the Aged is that of damage to its reputation, particular focus is given to ensure its proper protection. In particular, all staff are fully aware of the significance of reputation to the success of Help the Aged in achieving its objectives;
- the Charity is committed to implementing and maintaining best practice with regard to risk management and that the concept and related processes are embedded into routine operations,
- major risks, changes to the Charity's risk profile, and actions to be taken are recorded in the risk register and reported to trustees through the risk management process. Other elements of the internal control framework (in particular the delegations of authority, reporting against the balanced scorecard, and the activities of the Audit Committee) provide further assurance to trustees that risks are being appropriately addressed

During the year the trustees, through the offices of the Audit Committee, have received reports from the directors and from the external and internal auditors relating to risk and control. These include an overall report on the status of the risk management process and the system of internal control at the end of the year. The reports have enabled the trustees to satisfy themselves that the above policies are being implemented, that significant weaknesses of control identified are being promptly addressed and on the overall adequacy and effectiveness of the Charity's system of internal control at the year-end.

The trustees are pleased to report that the Charity's internal control system again fully complied during this year with the guidelines issued by the Charity Commission. The trustees are also pleased to report that the Charity's corporate governance and internal control processes and systems during this year have complied largely with the guidance for directors of public listed companies contained within the Turnbull report. The trustees believe that although the latter is not mandatory for the Charity, the Charity should, as a public interest body, adopt the guidance as best practice.

Reserves

The Help the Aged reserves policy is to maintain general (free) reserves at a level to provide a minimum of 13 weeks' total unrestricted resources expended and the trustees consider this to be appropriate to ensure the continued ability of the Charity to meet its objectives. At the end of 2007/8 free reserves stood at our target of 13 weeks (2006/7 15 weeks), despite the fall in income this year and increase in expenditure driven by investment in intune and increased charitable expenditure. This has largely been achieved because the intune investment was designated in the previous year.

In calculating the level of free reserves we have excluded the intune designated spend of £3.3m. The free reserves currently stand at £13.9m.

The actuarial valuation of the Help the Aged pension scheme at 30 April 2008 for the purposes of FRS 17 showed a funding deficit of £6m (2006/7 £9.8m) which is included in unrestricted funds as required by FRS17. The corresponding liability does not result in an immediate cash flow impact on the Charity. A full triennial actuarial valuation of the pension fund took place as at 30 September 2006. Contributions to the plan are met through planned income, and the pension liability is excluded from the free reserves calculation. Details of the retirement benefit scheme are disclosed in Note 21 to the accounts.

The grant commitment to international aid programmes for 2008/9 has been treated as a liability and charged in the financial statements. This creates negative balances on these funds, which will be matched by anticipated restricted income or a transfer from general funds.

The first year's grant commitment for Phase 1 of the three year Disconnected Mind Research programme has been recognised in the financial statements. This has produced a deficit on the funds, which will be matched by pledged restricted Major Gift income to support the programme. The continuation of the research programme, which will be reviewed annually, is reliant upon funds raised specifically for it.

Designated funds are amounts set aside at the discretion of the trustees for a particular project or use. The development reserve is set aside for a number of strategic, discretionary projects, such as the investment in Intune. The maintenance reserve covers major repairs and cyclical maintenance to a number of Help the Aged larger properties. The works reserve has been set up to cover works required on dilapidations under the lease of the Head Office building at the end of the lease. The pension fund reserve is an amount allocated to fund extra contributions towards the final salary pension scheme.

Investments

The current investment principles adopted by the trustees are as follows:

- Investment decisions are taken by the Finance Committee whose members have a finance, investment or commercial background.
- The Charity's investment policy is to maximise real returns over time subject to holding a portfolio of cash and equity investments in order to diversify risk.
- It is the Charity's intention to hold sufficient cash levels to meet fluctuating needs.
- Equity investments are allocated 50 per cent in UK equities and 50 per cent in overseas equities. This strategy was developed with the advice of Bacon and Woodrow and takes into account the nature of the Charity's business as reflected in its business plan. Also, it acknowledges that equity is inherently volatile in performance terms, and until a significant

unrealised profit has been developed it would be prudent to retain a significant level of cash reserves

- The Charity has a diversified investment portfolio with an overall low risk. Investing in shares is considered a low-to-medium risk, however, the Charishare fund is seen as a low-risk equity fund, aiming for long-term capital growth and reducing inflationary risks
- The Charity has mandates with BlackRock Investment Managers, in whose Charishare fund its UK equities are invested, and Barclays Global Investors, in whose Index Selection funds its overseas investments are invested.

Charishare: Under the terms of its investment management agreement with BlackRock Investment Managers, Help the Aged receives a partial rebate of the management fees accruing on its holding in Charishare so as to result in an overall fee rate of 0.45 per cent per annum on the first £10 million, 0.35 per cent of the market value of the fund per annum on the next £10 million and 0.30 per cent of the market value of the fund thereafter. Aquila/Index Selection. 0.20 per cent of the market value of fund per annum

- The Charity holds an annual meeting with its investment managers to review overall performance of its investments
- The Charity screens all Investment Fund Managers to ensure that their business policies conform from an ethical standpoint to the Help the Aged objectives

Investment portfolio:

The impact of the global credit crunch has seen our investment portfolio value fall by 4 per cent to £22.5m (2007 £23.4m), driven largely by losses on listed investments of £640K and £184K on endowment funds. The market losses were offset by a gain of £813K on revaluation of gifted housing and freehold properties which were transferred to investment properties.

The key drivers of market conditions are

- US recession threat
- financial system instability
- growth decoupling and currency trends
- stagflation concerns

We continue to expect in the near future that the UK equity market will remain bound and unstable, and government yields will remain close to recent lows, as investor confidence is low. Overseas markets have experienced falls in some of their component sectors resulting in a decline in the share index in those countries affected most by the global crunch.

At 30 April 2008 the Charity's investment details and performance against benchmark were:

Fund	Mkt value 30/4/07 £'000	Net investment gain/(loss) £'000	mkt value 30/4/08 £'000	Allocation on mkt value %	Investment allocation benchmark %	Fund return %	Index return %	Comparison against benchmark %
Charshare	10,448	(359)	10,089	48.67	50.00	(3.60)	(7.70)	4.10
BGI Total	10,923	(282)	10,641	51.33	50.00	(5.10)	(4.20)	(0.90)
North America	3,736	-	3,598	17.35	17.00	(5.60)	(5.10)	(0.50)
European (ex UK)	3,565	-	3,492	16.85	16.00	1.30	1.80	(0.50)
Japan	2,282	-	2,120	10.23	11.00	(16.50)	(15.80)	(0.70)
Pacific Rim	1,340	-	1,431	6.90	6.00	2.00	4.50	(2.50)
Cash	38	(32)	6	-	-	-	-	-
	21,409	(673)	20,736	100	100	(4.40)	6.00	(10.40)

Index figures provided by BlackRock

Grant-making policy

All projects that are accepted for assistance must be able to demonstrate significant use of their project or facilities by older people and/or their carers and must be a voluntary or charitable organisation. Work should support community-based resources that offer:

- new services, meeting identified need where no other service exists
- work with or for marginalised groups, or
- work carried out directly with or for the benefit of frail, isolated older people and/or their carers

Approved by the Board and signed on its behalf on 17 July 2008 by


M. Harvey
 Company Secretary

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HELP THE AGED

We have audited the group and parent charitable company financial statements (the 'financial statements') of Help the Aged for the year ended 30 April 2008 which comprise the consolidated statement of financial activities, the consolidated and individual charity balance sheets, consolidated cash flow statement and the related notes 1 to 27. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The responsibilities of the trustees (who are also the directors of Help the Aged for the purposes of company law) for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report on the consistency of the trustees' report with the financial statements, if the Charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and other transactions is not disclosed.

We read the trustees' report and the other information contained in the Annual Report for the above year as described in the contents section and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit

includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the group's and charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the group's and the parent charitable company's affairs as at 30 April 2008 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended,
- the financial statements have been properly prepared in accordance with the Companies Act 1985, and
- the information given in the Trustees' Report is consistent with the financial statements.

Deloitte & Touche LLP

Deloitte & Touche LLP

Chartered Accountants and Registered Auditors
London

21st August 2008

Consolidated statement of financial activities

(incorporating a consolidated income and expenditure account) for the year ended 30 April 2008

	Note	Unrestricted funds £'000	Restricted funds £'000	Total 2008 £'000	Restated Total 2007 £'000
Incoming Resources					
Incoming resources from generated funds					
Voluntary income					
Donations & Gifts		6,235	11,378	17,613	18,341
Legacies		10,616	1,925	12,541	17,041
Grants		588	1,140	1,728	1,236
Activities for Generating Funds					
Merchandising and retail	23	31,385	-	31,385	31,684
Other trading income	23	2,525	81	2,606	2,425
Events		702	19	721	655
Sale of services by joint venture		1,629	-	1,629	1,145
Investment Income	2	1,121	186	1,307	1,177
Incoming resources from charitable activities					
Combating poverty	5	21	291	312	271
Reducing isolation	5	113	1928	2,041	2,475
Defeating ageism	5	-	-	-	-
Challenging neglect	5	280	65	345	538
Preventing future deprivation	5	466	282	748	928
International	5	170	-	170	177
Other Incoming Resources					
Exceptional item - VAT refund		-	-	-	1,743
Gain on disposal of fixed assets		390	-	390	897
Total incoming resources including share of joint venture		56,241	17,295	73,536	80,733
Less share of joint venture		(1,629)	-	(1,629)	(1,145)
Total incoming resources		54,612	17,295	71,907	79,588
Resources Expended					
Cost of Generating Funds					
Cost of generating voluntary income					
Fundraising		4,517	3,588	8,105	7,904
Legacies		954	16	970	627
Grants		174	17	191	218
Activities for generating funds					
Cost of selling donated and bought in goods	23	27,016	246	27,262	26,765
Merchandising and commission costs		6,440	9	6,449	3,073
Events costs		679	-	679	819
Investment Management Costs		113	-	113	96
		39,893	3,876	43,769	39,502
Net income available for charitable activities		14,719	13,419	28,138	40,086
Charitable Activities					
Combating poverty		3,155	1,556	4,711	4,363
Reducing isolation		5,306	3,625	8,931	9,718
Defeating ageism		2,369	590	2,959	3,426
Challenging neglect		3,136	613	3,749	3,925
Preventing future deprivation		3,259	4,027	7,286	5,935
International		3,182	6,501	9,683	9,360
Total charitable spend		20,407	16,912	37,319	36,728
Governance		329	-	329	258
Total resources expended before joint venture and transfers	6	60,629	20,788	81,417	76,488
Net (outgoing)/incoming resources before joint ventures and transfers		(6,017)	(3,493)	(9,510)	3,100
Share of operating profit of joint venture		156	-	156	176
Transfer		(113)	113	-	-
Net (expenditure)/income for the year before other recognised gains and losses		(5,974)	(3,380)	(9,354)	3,276
Gains/(losses) on investment assets		173	(184)	(11)	1,431
Actuarial gains/(losses) on defined benefit pensions schemes	21	3,329	-	3,329	(6,379)
Net movement in funds	11	(2,472)	(3,564)	(6,036)	(1,672)
Reconciliation of funds					
Fund balances brought forward at 1 May	19	14,097	7,544	21,641	23,313
Fund balances carried forward at 30 April	19	11,625	3,980	15,605	21,641

Group and charity balance sheets

as at 30 April 2008

	Note	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Fixed assets					
Tangible assets					
Housing properties		7,486	7,652	7,486	7,652
Other assets		1,685	2,121	1,685	2,121
	12	9,171	9,773	9,171	9,773
Investments	13	23,443	29,340	28,520	34,417
Investments in joint venture	13				
Share of gross assets		655	499	-	-
Share of gross liabilities		(323)	(324)	-	-
Total fixed assets		32,946	39,288	37,691	44,190
Current assets					
Current investments	13	2,732	7,209	2,732	6,123
Stocks	14	254	191	-	-
Debtors	15	6,130	7,226	7,418	7,848
Cash at bank and in hand		2,864	1,884	82	1,584
		11,980	16,510	10,232	15,555
Creditors					
Amounts falling due within one year	16	(17,536)	(16,594)	(17,210)	(20,583)
Net current (liabilities)		(5,556)	(84)	(6,978)	(5,028)
Total assets less current liabilities		27,390	39,204	30,713	39,162
Creditors					
Amounts falling due after more than one year	17	(982)	(2,162)	(982)	(2,162)
Provisions for liabilities and charges	18	(4,824)	(5,643)	(4,824)	(5,642)
Net assets excluding pension liability		21,584	31,399	24,907	31,358
Defined benefit pension scheme liability	21	(5,979)	(9,758)	(5,979)	(9,758)
Net assets including pension liability		15,605	21,641	18,928	21,600
Funds					
Endowment	19	1,738	1,922	1,738	1,922
Restricted	19				
- United Kingdom		6,066	7,429	6,066	7,429
- International		(3,824)	(1,807)	(3,824)	(1,807)
Unrestricted	19				
Designated		3,591	6,764	3,591	6,764
General reserves					
- Revaluation reserve		4,832	4,832	4,832	4,832
- Other general reserve		12,504	12,218	12,504	12,218
		17,336	17,050	17,336	17,050
Pension deficit		(5,979)	(9,758)	(5,979)	(9,758)
Non-charitable trading (deficit)/funds		(3,323)	41	-	-
Total funds		15,605	21,641	18,928	21,600

The accompanying notes are an integral part of these balance sheets

The financial statements on pages 48 to 67 were approved by the Board of Trustees on 17 July 2008 and signed on their behalf by:



J Connell
Trustee

H Cathcart
Trustee

Consolidated cash flow statement

for the year ended 30 April 2008

	Notes	Group 2008 £'000	Group 2007 £'000
Net cash (outflow)/inflow from operating activities	(a)	(10,590)	7,939
Returns on investments and servicing of finance	(b)	1,307	1,177
Capital expenditure	(c)	<u>10,306</u>	<u>(8,740)</u>
Financing		1,023	376
Net repayment of financing	(d)	(43)	(37)
Increase in cash for the year	(e)	<u>980</u>	<u>339</u>

The notes below are an integral part of this consolidated cash flow statement

Notes to the consolidated cash flow statement

for the year ended 30 April 2008

	Group 2008 £'000	Group 2007 £'000	
(a) Reconciliation of net (outgoing)/incoming resources to net cash			
(Outflow)/inflow from operating activities			
Net (outgoing)/incoming resources	(9,510)	3,100	
Investment income	(1,307)	(1 177)	
Depreciation – fixed assets	1,049	1,179	
Profit on sale of fixed assets	(390)	(897)	
(Increase)/decrease in stocks	(63)	35	
Decrease in debtors	1,096	2,433	
(Decrease)/increase in creditors	(196)	3,816	
(Decrease)/increase in provisions	(819)	195	
Decrease in pension liability	(450)	(745)	
Net cash (outflow)/inflow from operating activities	(10,590)	7 939	
(b) Returns on investments and servicing of finance			
Investment income	1,307	1,177	
Net cash inflow from returns on investments and servicing of finance	1,307	1,177	
(c) Capital expenditure and financial investment			
Purchase of tangible fixed assets	(713)	(1,772)	
Purchase of investments	(1,970)	(16,031)	
Disposals of tangible fixed assets	511	1,146	
Receipts on sale of investments	8,000	10 508	
Disposal/(purchase) of current investments	4,477	(2 591)	
	10,306	(8 740)	
(d) Financing			
Repayment of interest free loans	(43)	(37)	
	(43)	(37)	
(e) Analysis of changes in net funds			
	Group at 1 May 2007 £'000	Cash flows £'000	at 30 April 2008 £'000
Cash at hand and in bank	1,884	980	2,864
Net cash inflow before financing	1 884	980	2,864
Interest free loans repaid	(72)	43	(29)
Net funds at 30 April 2008	1,812	1,023	2,835

Notes to the accounts

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

(a) Basis of preparation

The financial statements have been prepared under the historical cost convention, with the exception of investments, which are included at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities, published in March 2005 and applicable Accounting Standards.

The Statement of Financial Activities (SOFA) and balance sheet consolidate the financial statements of the Charity and its subsidiary undertakings. The results of the subsidiaries are consolidated on a line-by-line basis. In the group financial statements the consolidated SOFA includes the group's share of joint venture profits less losses, while the group's share of the net assets of the joint venture is shown in the consolidated balance sheet.

The Charity has availed itself of Paragraph 3 (3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the Charity's activities. No separate SOFA or Income and Expenditure Account has been presented for the Charity alone as permitted by section 230 of the Companies Act 1985 and paragraph 397 of the SORP.

A percentage of the cost of selling donated goods has been allocated to charitable activities. The percentage allocation is based on the number of hours per week spent by full-time equivalent staff in promoting the Charity's activities. The 2007 comparatives have been restated in line with revised allocation basis applied in the current year.

(b) Company status

The Charity is a company limited by guarantee. The members of the company are the trustees, who are also ordinary members and named on page 68. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

(c) Fund accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds that are available for use at the discretion of the trustees in furtherance of the general objectives of the Charity and that have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been put aside at the discretion of the trustees for particular purposes. At the year-end they comprise a maintenance fund, which represents the cyclical repairs and maintenance of the Charity's properties, a major works reserve for the Charity's head office building, a discretionary projects reserve to cover specific projects that have been identified and ranked by directors, and a pensions reserve to cover the special employer's contribution into the defined benefits pension scheme for 2007/8.

Restricted funds are funds subject to special conditions imposed by the donor, or with their authority (e.g. through a public appeal such as the DEC Tsunami Appeal) or created through a legal process. The funds are not therefore available for work performed by Help the Aged other than that specified by the donor.

Investment income and gains/losses are allocated to the appropriate fund, except that the income from the charity of C E Saunders, the charity of Miss Edna Lipson and the Gillingham Endowment fund is unrestricted.

(d) Incoming resources

All incoming resources are included in the SOFA when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies apply to categories of income:

- legacies: entitlement is the earlier of estate account being finalised and cash received
- donated services and facilities: these are included at the value to the Charity where this can be quantified. No amounts are included in the financial statements for services donated by volunteers
- gifts in kind: where donated for distribution, these are included at the value to the charity and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold at the price they are sold
- income (including grants): where related to performance and specific deliverables, income is accounted for as the Charity earns the right to consideration by its performance. Where income is received in advance of performance, its recognition is deferred and included in creditors. Where entitlement occurs before income is received, the income is accrued.

(e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Central overhead costs are allocated to operational and fundraising functions on the basis of their use of central support services.

- Grants are charged to the statement of financial activities where a constructive obligation exists, notwithstanding that they may be paid in future accounting periods
- Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities
- Governance costs are the costs associated with the governance arrangements of the Charity which relate to the general running of the Charity as opposed to those costs associated with fundraising or charitable activity. Included within this category are costs associated with the strategic as opposed to day-to-day management of the Charity's activities.

Notes to the accounts

continued

1 Accounting policies (continued)

- Support costs, which include the central or regional office functions such as general management, payroll administration, budgeting and accounting, information technology, human resources and financing, are allocated across the categories of charitable expenditure, governance costs and the costs of generating funds. The basis of the cost allocation has been explained in note 7 to the accounts.
- Where information about the aims, objectives and projects of the charity is provided in the content of fundraising material in an educational manner in the furtherance of the Charity's objectives, those costs are apportioned to charitable expenditure.
- Irrecoverable VAT is charged as a cost to the statement of financial activities.

(f) Tangible fixed assets and depreciation

Tangible fixed assets costing more than £2,000 are capitalised and included at cost including any incidental expenses of acquisition. Depreciation and any impairment is provided on all tangible fixed assets at rates calculated to write off the cost on a straight-line basis over their expected useful economic lives as follows:

Freehold land	nil
Freehold and long leasehold properties	over 50 years
Gifted housing	over 50 years
Short-leasehold properties	over 5 years
Fixtures and fittings	over 5 years
Motor vehicles	over 4 years
Computer equipment	over 4 years

(g) Investments

Listed investments are stated at market value at the balance sheet date. The SOFA includes the net gains and losses arising on revaluations and disposals throughout the year.

It is the Charity's policy to keep valuations up to date such that when investments are sold there is no realised gain or loss arising. As a result the Statement of Financial Activities does not distinguish between the valuation adjustments relating to sales and those relating to continued holdings as they are together treated as changes in the investment portfolio throughout the year. Movements in value arising from investment changes or revaluation and the profit on disposal of investments have been charged or credited to the funds to which they relate.

Investment properties are stated at market value at balance sheet date. The SOFA includes the net gains and losses arising on revaluations throughout the year.

(h) Stock

Stock consists of purchased goods for resale. Stocks are valued at the lower of cost and net realisable value. Items donated for resale or distribution are not included in the financial statements until they are sold or distributed.

(i) Leased assets

The Charity has no finance leases. All operating leases and rental expenses are charged to the SOFA on a straight line basis.

(j) Gifted housing scheme

Gifted houses are accounted for as income when donated at market value. A qualified surveyor carries out the valuations. When an individual donates a house to the Charity, the Charity is committed to caring for that individual. An actuarial valuation of the total cost of care for individuals who have gifted their house is made and the sum is included within provision for liabilities and charges. Costs of care are charged to the provision as incurred (Note 18).

(k) Pensions

For defined benefit schemes the amounts charged in resources expended are the current service costs and gains and losses on settlements and curtailments. They are included as part of staff costs. Past service costs are recognised immediately in the profit and loss account if the benefits have vested. If the benefits have not vested immediately, the costs are recognised over the period until vesting occurs. The interest cost and the expected return on assets are shown as a net amount of other finance costs or credits adjacent to interest. Actuarial gains and losses are recognised immediately in the other recognised gains and losses.

Defined benefit schemes are funded, with the assets of the scheme held separately from those of the group, in separate trustee administered funds. Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial valuations are obtained at least triennially and are updated at each balance sheet date. The resulting defined benefit asset or liability, net of the related deferred tax, is presented separately after other net assets on the face of the balance sheet.

For defined contribution schemes the amount charged to the Consolidated Statement of Financial Activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

The Charity contributes to a defined benefits scheme which was closed to new entrants on 31 July 2002.

Notes to the accounts

continued

1 Accounting policies (continued)

The Chanty contributes to a group personal pension plan operated by Standard Life. The plan was started on 1 August 2002 and is open to all employees over the age of 18. The assets of the scheme are held separately from those of the Chanty. The annual contribution payments are charged to the SOFA.

2 Investment income

	2008	2007
	£'000	£'000
Dividend income	708	629
Short-term deposits	599	548
	<u>1,307</u>	<u>1,177</u>

3 Results for Research into Ageing

	2008	2007
	£'000	£'000
Incoming resources		
Donations and gifts	942	413
Legacies	999	202
Grants	422	356
Merchandising	81	22
Events	7	4
Investment income	2	-
Total incoming resources	<u>2,453</u>	<u>997</u>
Resources expended		
Cost of generating funds		
Fundraising expenditure	120	164
Legacies	7	1
Grants	17	42
Merchandising	9	3
Charitable activities		
Combating poverty	1	42
Reducing isolation	10	56
Defeating ageism	3	31
Promoting quality in care	1	50
Preventing future deprivation	3,021	1,791
Total resources expended	<u>3,169</u>	<u>2,180</u>
Net income for the year	<u>(736)</u>	<u>(1,183)</u>
Transfers from Help the Aged	-	1,370
Net movement in funds	<u>(736)</u>	<u>187</u>
Fund balances at 1 May	<u>243</u>	<u>56</u>
Fund balances at 30 April	<u>(493)</u>	<u>243</u>

The results of the special trust Research into Ageing have been incorporated into the financial statements on a line-by-line basis. RIA is the research arm of Help the Aged that funds biomedical research into diseases and conditions affecting older people including strokes, sight loss, mobility problems and Alzheimer's disease.

The first year's grant commitment for Phase 1 of the three year Disconnected Mind Research programme has been recognised in the financial statements. This has produced a deficit on the funds, which will be matched by pledged restricted Major Gift income to support the programme. The research programme will be reviewed annually, and its continuation is reliant upon funds raised specifically for it.

Notes to the accounts

continued

4 Results from trading activities of subsidiaries

The Chanty has two wholly owned trading subsidiaries which are incorporated in Great Britain. Intune Group Limited raises funds predominantly via commission on sale of financial services. Help the Aged (Mail Order) Limited sells aid products, Christmas cards and other merchandise through catalogue and via shops. Help the Aged (Mail Order) also raises funds through sponsorship and raffle sales. Both companies donate their taxable profits to Help the Aged under Gift Aid, subject to their working capital requirements being maintained.

	Help the Aged Mail Order Ltd £'000	Intune Group Ltd £'000	Total 2008 £'000	Total 2007 £'000
Incoming resources				
Sale of bought-in goods	1,306	-	1,306	1,418
Merchandising and commission	1,490	2,525	4,015	3,094
Sale of services by joint venture	-	1,629	1,629	1,145
Investment income	55	16	71	99
Incoming resources from charitable activities	1,124	-	1,124	1,920
Total incoming resources including share of joint venture	3,975	4,170	8,145	7,676
Less share of joint venture	-	(1,629)	(1,629)	(1,145)
Total incoming resources	3,975	2,541	6,516	6,531
Resources expended				
Cost of selling of bought in goods	1,476	-	1,476	1,154
Merchandising and commission	388	6,052	6,440	3,071
Charitable activities	383	2	385	1,401
Governance	7	7	14	12
	2,254	6,061	8,315	5,638
Other resources expended				
Taxation	-	-	-	-
Total resources expended before joint venture	2,254	6,061	8,315	5,638
Share of operating profit of joint venture	-	156	156	176
Net movement in funds	1,721	(3,364)	(1,643)	1,069
Gift aid payable to Help the Aged	(1,721)	-	(1,721)	(1,069)
Retained profit for the year	-	(3,364)	(3,364)	-
Fund balances at 1 May	35	6	41	41
Fund balances at 30 April	35	(3,358)	(3,323)	41
Total assets	2,311	2,806	5,117	9,253
Total liabilities	(2,208)	(1,486)	(3,696)	(4,134)

5 Incoming resources from charitable activities

	Combating poverty £'000	Reducing isolation £'000	Challenging neglect £'000	Preventing future deprivation £'000	International £'000	Total 2008 £'000	Total 2007 £'000
Housing and care	-	-	278	119	-	397	431
Community transport	-	1,444	-	-	-	1,444	1,353
Senior safety	-	511	-	219	-	730	1,122
Centrica partnership	312	-	67	67	-	446	485
Sale of aid products	-	86	-	343	-	429	821
Rent receivable	-	-	-	-	170	170	177
2008 Total	312	2,041	345	748	170	3,616	4,389
2007 Total	271	2,475	538	928	177	4,389	

Notes to the accounts

continued

6 Total resources expended

	Activities undertaken directly £'000	Grant funding of activities £'000	Support costs £'000 (see note 7)	Total 2008 £'000	Restated 2007 £'000
Cost of generating funds					
Cost of generating voluntary income					
Fundraising	7,563	-	542	8,105	7,904
Legacies receivable	890	-	80	970	627
Grants receivable	149	-	42	191	218
Fundraising trading costs of goods sold and other costs				-	
Cost of selling donated and bought-in goods	25,337	-	1,925	27,262	26,765
Merchandising and commission costs	6,449	-		6,449	3,073
Events costs	579	-	100	679	819
Investment management costs	-	-	113	113	96
Charitable activities					
Combating poverty	3,934	317	460	4,711	4,363
Reducing isolation	7,246	851	834	8,931	9,719
Defeating ageism	2,190	417	352	2,959	3,426
Challenging neglect	3,222	203	324	3,749	3,925
Preventing future deprivation	3,480	3,165	641	7,286	5,935
International	618	9,065		9,683	9,360
Governance	-	-	329	329	258
Total resources expended	61,657	14,018	5,742	81,417	76,488

Analysis of grants

UK grants

	Grants to institutions £'000
Research projects	2,884
Day centres, social clubs and initiatives	1,564
Gardening project	-
Senior Mobility projects	207
Campaigning for and promoting older peoples rights and interests	298
Total UK grants	4,953

International grants

	Grants to institutions £'000
HelpAge International regional work	2,337
Refugees and disasters	3,103
Sponsor a Grandparent (formerly Adopt a Granny)	2,568
Mobile medicare units	140
Information and advocacy	32
Support for HelpAge International	545
Partnership Investment Programme	340
Total international grants	9,065
Total grants	14,018

Over 1500 grants were awarded to organisations no grants were made to individuals A full list is available on request

Notes to the accounts

continued

7 Support costs allocation

	Directorate & Trustees £'000	Finance & Legal £'000	Office management £'000	IT £'000	Human resources £'000	Property £'000	Other costs £'000	2008 Total £'000	2007 Total £'000
Cost of generating funds									
Cost of generating voluntary income									
Fundraising	34	92	132	156	79	2	47	542	1004
Legacies	6	16	15	25	14	-	4	80	79
Grants receivable	3	7	14	11	6	-	1	42	40
Fundraising trading costs of goods sold and other costs									
Cost of selling donated and									
Bought-in goods	223	383	30	72	626	299	292	1,925	1176
Events costs	6	17	31	27	14	-	5	100	154
Investment management costs	-	113	-	-	-	-	-	113	96
Charitable Activities									
Combating poverty	34	74	99	144	59	11	39	460	423
Reducing isolation	63	128	173	286	117	27	40	834	1405
Defeating ageism	26	56	74	104	47	6	39	352	341
Challenging neglect	24	52	70	101	42	7	28	324	549
Preventing future deprivation	55	127	142	189	70	12	46	641	329
Governance	40	244	-	-	-	-	45	329	258
Total support costs	514	1,309	780	1,115	1,074	364	586	5,742	5,854

Cost allocation includes an element of judgement and the Charity has had to consider the cost benefit of detailed calculations and record keeping. To ensure full cost recovery on projects the Charity adopts a policy of allocating costs to the respective cost headings through the year. This allocation includes support costs where they are directly attributable. Therefore the support costs shown are a best estimate of the costs that have been so allocated.

Basis for support costs allocation

The central support costs are allocated as following

- Directorate appropriate basis per cost line
- Finance estimate staff time used to calculate weighted percentage
- Legal percentage on Governance and remainder by office based staff
- Office management number of head office based employees
- IT all staff - excluding shop/field based
- Human resources estimated time spent on each operational division
- Property number of properties used by each division
- Direct support costs are costs incurred due to administration carried out within operational activities

Governance costs are made up of following

	2008 £'000	2007 £'000
Internal audit	98	121
External audit	60	55
Trustees' expenses	6	3
Trustees' indemnity insurance	16	17
Trustees' conference and meeting costs	-	9
Apportionment of Directors' costs (based on time spent)	112	23
Company secretariat	37	30
	329	258

8 Taxation

Help the Aged is a registered charity and is therefore potentially exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the Charity.

Notes to the accounts

continued

9 Staff numbers and emoluments

	Full time head count	2008 Part time head count	Part time full time equiv	Full time head count	2007 Part time head count	Part time full time equiv
The average number of persons employed during the year was as follows						
Shops	644	530	284	642	553	282
Other	410	149	67	404	115	55
	1,054	679	351	1,046	668	337

The aggregate emoluments of these persons were as follows

	2008 £'000	2007 £'000
Salaries including benefits in kind	26,198	24,818
Social security costs	2,108	1,962
Pension contributions	1,833	1,785
	30,139	28,565

The numbers of employees whose emoluments for the year fell within the following bands were

	2008 Number	2007 Number
£60,000 - £69,999	6	5
£70,000 - £79,999	1	3
£80,000 - £89,999	4	5
£90,000 - £99,999	1	1
£140,000 - £149,999	1	1

10 Trustees' emoluments and reimbursed expenses

The trustees received no remuneration for their services

The aggregated amount of expenses reimbursed to seven trustees during the year was £3,440 (2007: four trustees, £3,277)

Indemnity insurance is provided for trustees: premiums paid during the year totalled £15,490 (2007: £16,892)

During the year ended 30 April 2008 the Charity awarded grants of £495,862 (2007: £438,232) for projects to which members of the Research Advisory Council of Research into Ageing, a special trust of the Charity, were connected. These members of the Research Advisory Council did not participate in the decision to award the respective grants. The balance outstanding at 30 April was £495,862 (2007: £438,232)

Research Advisory Council member	Details of research grant	£
Dr Richard Faragher (University of Brighton)	Is lifespan in a long lived mutant mouse strain limited by cell senescence?	224,701
Dr Britta Eickholt (Kings College London)	Molecular mechanism controlling synaptic functions of drebrin, a protein linked to cognitive impairment during ageing	72,000
Dr Dunn-Waters (Kings College London)	Pneumococcal protection of the aged by IgM B cells	199,161
		495,862

The charity leased a shop from an aunt of one of the executive directors that served for part of the year in 2006-07. The property rental paid was subject to due process and professional advice and the rental paid during the year amounted to £nil in 2008 (2007: £10,000)

Notes to the accounts

continued

11 Net movement in funds

	2008 £'000	2007 £'000
Net movement in funds is arrived at after charging/(crediting)		
Depreciation of tangible fixed assets	1,049	1 179
Profit on disposal of fixed assets	(390)	(897)
Fees payable to the Chanty's auditors for:		
– The audit of the group accounts	45	38
– The audit of the Chanty's subsidiaries accounts pursuant to legislation	15	11
Total audit fees	60	49
– Other fees	8	6
Operating lease rentals		
– Other	7,015	6 821

12 Tangible fixed assets

	Freehold and long leasehold properties £'000	Gifted housing £'000	Short leasehold properties £'000	Motor vehicles £'000	Equipment fixtures and fittings £'000	Total 2008 £ 000
Charity and group						
Cost or donated valuation						
Balance at 1 May 2007	2,094	6,369	8,104	3,580	997	21,144
Additions		216	47	297	153	713
Transfer	(100)	(117)			-	(217)
Disposals		(136)		(536)	-	(672)
Balance at 30 April 2008	1,994	6,332	8,151	3,341	1 150	20,968
Accumulated depreciation						
Balance at 1 May 2007	203	608	7,741	2,313	506	11,371
Charge for year	22	100	236	510	181	1,049
Transfer	(47)	(26)		-	-	(73)
Eliminated on disposal		(20)		(530)	-	(550)
Balance at 30 April 2008	178	662	7,977	2 293	687	11,797
Net book value at 30 April 2008	1 816	5,670	174	1 048	463	9,171
Net book value at 30 April 2007	1,891	5,761	363	1,267	491	9,773

During 2008 the Chanty transferred from Freehold properties and Gifted Housing portfolio assets with a net book value of £53K and £91K respectively (total £144K) to investment properties as shown in note 13 below

The net book value of freehold and long-leasehold properties comprises

	2008 £'000	2007 £'000
Freeholds	1,517	1,586
Long leaseholds	299	305
	<u>1,816</u>	<u>1,891</u>

Fixed Assets land value comprises

	2008 £'000	2007 £'000
Freeholds	1,106	1,106
Gifted housing	1,514	1,482
	<u>2,620</u>	<u>2,588</u>

Notes to the accounts

continued

13 Investments

	Short-term deposits £'000	Listed investments £'000	Endowed funds £'000	Investment properties £'000	Group £'000	Shares in Subsidiary undertaking £'000	Charity £'000
Market value at 1 May 2007	6,001	21,417	1,922	-	29,340	5,077	34,417
Acquisitions	2,000	-	-	-	2,000	-	2,000
Sales proceeds	(8,000)	-	-	-	(8,000)	-	(8,000)
Movement in cash	-	(30)	-	-	(30)	-	(30)
Transfer	-	-	-	144	144	-	144
Net investment gain/(losses)	-	(640)	(184)	813	11	-	(11)
Market value at 30 April 2008	1	20,747	1,738	957	23,443	5,077	28,520
Historical value at 30 April 2008	-	16,919	1,350	-	18,269	5,077	23,346

The investment properties of the Charity and group were valued at 30 April 2008 at open market value by Countrywide Surveyors and the effect of the revaluation is reflected above. The net book value of the investment properties determined according to historical cost convention amount to £144K. The revalued properties were previously classified as Gifted Housing and Freehold properties.

Listed Investments comprise the following

	2008 £'000	2007 £'000
BlackRock	10,089	10,448
Barclays Global Investors	3,598	3,736
- Chanshare Common Investment Fund UK equities	2,120	2,282
- BGI North American Index Selection	3,492	3,565
- BGI Japan Index Selection	1,431	1,340
- BGI Europe Index Selection	6	38
- BGI Pacific Rim Index Selection	20,736	21,409
- Undispersed cash in investment account	11	8
Other	20,747	21,417

	2008 £'000	2007 £'000
Endowed Funds	801	889
The Charity of C E Saunders	878	968
Charity of Gillingham Endowed Fund	59	65
The Charity of Miss Edna Lipson	1,738	1,922

	Group £'000	Charity £'000
Current asset investments	7,209	6,123
Market Value	(4,477)	(3,391)
At 1 May 2007	2,732	2,732
Disposals	-	-
At 30 April 2008	-	-

Joint Venture

Share of assets	£
Share of fixed assets	86,787
Share of current assets	567,973
	654,760
Share of liabilities	
Liabilities due within one year or less	(322,678)
Share of net assets	332,083

Share of net assets

Investments in subsidiaries are held at cost. SeniorLink Eldercare LLP is joint venture, where Help the Aged subsidiary intune group ltd holds 50 percent of the capital. Share of assets and liabilities as at balance sheet date are detailed above.

Notes to the accounts

continued

13 Investments (continued)

	Registered in	Percentage of capital held	Number of £1 ordinary shares held
Principal subsidiary undertakings			
Intune Group Limited (including its wholly owned subsidiary undertaking RIA Trading Limited - now dormant) and 50% share of joint venture SeniorLink Eldercare LLP	England and Wales	100%	10 000
Help the Aged (Mail Order) Limited (including its wholly owned subsidiary undertakings HTA Solutions Limited	England and Wales	100%	67,100
Dormant subsidiary undertakings			
Age Care and Leisure Services	England and Wales	100%	2
WorkAge Limited	England and Wales	100%	2
HelpAge Limited	England and Wales	100%	2
HelpAge (UK) Limited	England and Wales	100%	8
HTA Services Limited			

14 Stocks

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Bought-in goods and christmas cards	254	191	-	-

15 Debtors

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Amounts falling due within one year				
Trade debtors and other debtors	1,402	845	1,042	501
Amount due from group undertakings			1,732	1,069
Social security and other taxes	559	700	526	625
Prepayments and accrued income	4,169	5,681	4,118	5,653
	6,130	7,226	7,418	7,848

The Charity has been notified of legacies amounting to £10 million (2007 £5.9 million) which have not been recognised as income at 30 April 2008 and these will be included in future periods

Notes to the accounts

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16 Creditors amounts falling due within one year

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Short-term grants	4,915	3,708	4,915	3,708
Interest-free loans from housing residents repayable on change of occupancy	7	7	7	7
Trade and other creditors	7,661	6,998	7,412	6,864
Amount due to subsidiary undertaking	-	-	1,505	7,000
Social security and other taxes	79	-	-	-
Accrued expenses	3,137	2,925	2,788	2,472
Deferred income	1,737	2,956	583	532
	<u>17,536</u>	<u>16,594</u>	<u>17,210</u>	<u>20,583</u>

The liability to return interest free loans normally crystallises when the tenant dies or moves into a care facility. Therefore, it is not possible to define with accuracy the amount that may be due within one year. An amount has been included based on the average of previous years' repayments.

Movement in deferred income

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Balance at 1 May 2007	2,956	1,122	532	572
Utilised in year	(2,956)	(1,122)	(532)	(572)
Increase in provision charged to Statement of Financial Activities	1,737	2,956	583	532
Balance as at 30 April 2008	<u>1,737</u>	<u>2,956</u>	<u>583</u>	<u>532</u>

Included within deferred income are advance payments of £408K for SeniorMobility vehicles on order and intune prepaid commission of £1m relating to 2008/09. The remaining balance relates to advance receipts from Centrica £132K, Zunch £43K and BUPA £74K for charitable activities.

17 Creditors amounts falling due after more than one year

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Long term grants	872	1,991	872	1,991
Interest free loans from housing residents repayable on change of occupancy	22	62	22	62
Operating lease incentives	88	109	88	109
	<u>982</u>	<u>2,162</u>	<u>982</u>	<u>2,162</u>

18 Provisions for liabilities and charges

	Group 2008 £'000	Group 2007 £'000	Charity 2008 £'000	Charity 2007 £'000
Balance at 1 May 2007	5,643	5,448	5,642	5,448
Provision utilised in year	(1,922)	(1,890)	(1,914)	(1,888)
Increase of provision charged to statement of financial activities	1,103	2,085	1,096	2,082
Balance as at 30 April 2008	<u>4,824</u>	<u>5,643</u>	<u>4,824</u>	<u>5,642</u>

The main items of the provision comprise £4,378K (2007: £4,736K) to cover the Help the Aged commitment to provide care and property maintenance for beneficiaries who have donated real estate to the Charity. The remaining £446K (2007: £907K) is to provide for property maintenance and repairs where there is a current obligation.

Notes to the accounts

continued

19 Group statement of funds

	Movement in funds					30 April 2008 £'000
	30 April 2007 £'000	Incoming resources £'000	Outgoing resources £'000	Transfers £'000	Gains and losses £'000	
Endowed funds						
The Chanty of C E Saunders	888	-	-	-	(87)	801
The Gillingham Endowed Fund	968	-	-	-	(91)	877
The Chanty of Miss Edna Lipson	66	-	-	-	(6)	60
	<u>1,922</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>(184)</u>	<u>1,738</u>
Restricted funds						
United Kingdom aid programmes						
Research Into Ageing (Note 3)	243	2,453	(3,189)	-	-	(493)
Day centres	133	127	(126)	77	-	211
Community transport	145	1,461	(1,555)	58	-	109
Housing and care projects	776	19	(38)	-	-	757
SeniorLink telephones	474	136	(75)	20	-	555
Community projects	4,424	5,396	(5,438)	(53)	-	4,329
Home safety	997	926	(1,551)	69	-	441
Other projects	237	285	(307)	(58)	-	157
Total UK aid programmes	<u>7,429</u>	<u>10,803</u>	<u>(12,279)</u>	<u>113</u>	<u>-</u>	<u>6,066</u>
International aid programmes						
Refugees and disasters	2,420	1,916	(3,103)	-	-	1,233
Gifts in kind	(2,471)	2,681	(2,778)	-	-	(2,568)
Sponsor a Grandparent	(1,756)	1,894	(2,628)	-	-	(2,490)
Other projects	-	-	-	-	-	-
Total international aid programmes	<u>(1,807)</u>	<u>6,492</u>	<u>(8,509)</u>	<u>-</u>	<u>-</u>	<u>(3,824)</u>
Total restricted funds	<u>7,544</u>	<u>17,295</u>	<u>(20,788)</u>	<u>113</u>	<u>(184)</u>	<u>3,980</u>
Designated funds						
Designated fund maintenance	289	-	(82)	44	-	250
Designated fund works reserve	742	-	-	300	-	1,042
Designated fund development	4,999	-	(335)	(3,256)	-	1,408
Designated fund pension fund	734	-	(734)	891	-	891
	<u>6,764</u>	<u>-</u>	<u>(1,152)</u>	<u>(2,021)</u>	<u>-</u>	<u>3,591</u>
General reserves						
Revaluation reserve	4,832	-	-	-	-	4,832
Other general reserves	12,218	48,096	(49,891)	1,908	173	12,504
	<u>17,050</u>	<u>48,096</u>	<u>(49,891)</u>	<u>1,908</u>	<u>173</u>	<u>17,336</u>
Pension deficit	(9,758)	-	450	-	3,329	(5,979)
Non-charitable trading funds	41	6,516	(9,880)	-	-	(3,323)
Joint venture	-	1,629	(1,629)	-	-	-
Total unrestricted funds	<u>14,097</u>	<u>56,241</u>	<u>(62,102)</u>	<u>(113)</u>	<u>3,502</u>	<u>11,625</u>
Total funds	<u>21,641</u>	<u>73,536</u>	<u>(82,890)</u>	<u>-</u>	<u>3,318</u>	<u>15,605</u>

Incoming resources of the Chanty during the year were £73,536K (2007 £80,733K). Resources expended by the Chanty during the year were £82,890K (2007 £77,457K). The grant commitment to international aid programmes for 2007/08 has been treated as a liability and charged in these financial statements. This creates a negative balance on these funds which will be matched by anticipated restricted income or transfer from general funds.

All restricted funds received and expended relate to income funds. The restricted funds brought forward and carried forward also include the following endowed funds: The Chanty of C E Saunders £801,315 (2007 £888,733) there was an unrealised loss of £87,436 (2007 unrealised gain £46,203) on the Chanty of C E Saunders Fund; The Gillingham Endowed Funds £877,746 (2007 £968,299) there was an unrealised loss of £90,553k (2007 unrealised gain £46,258) on the Gillingham Endowed Fund; The Chanty of Miss Edna Lipson £59,640 (2007 £65,440) there was an unrealised loss of £5,800 (2007 unrealised gain £2,848) on the Chanty of Miss Edna Lipson Fund.

Included within transfers is the net movement in general reserves of £1,908K which includes intune investment of £4,440K (part of £4,999K brought forward) which was designated in prior year and matched to the spend of £3,256K in 2008, and the designated pension contribution liability of £891K for 2008.

20 Analysis of group assets and liabilities between funds

Group	Unrestricted funds £'000	Restricted endowment funds £'000	Total Funds 2008 £'000	Total Funds 2007 £'000
Housing properties (excluding Gifted housing)	1,816	-	1,816	1,891
Gifted housing	5,670	-	5,670	5,761
Other tangible assets	1,685	-	1,685	2,121
Investments	22,037	1,738	23,775	29,515
Current investments	2,732	-	2,732	7,209
Current assets	7,006	2,242	9,248	9,301
Current liabilities	(17,536)	-	(17,536)	(16,594)
Long term liabilities	(5,806)	-	(5,806)	(7,805)
Defined benefit pension liability	(5,979)	-	(5,979)	(9,758)
	<u>11,625</u>	<u>3,980</u>	<u>15,605</u>	<u>21,641</u>

Notes to the accounts

continued

21 Pension scheme

The Charity operates two pension schemes. One of these pension schemes is a defined benefit final salary funded pension scheme, which was closed to new entrants on 31 July 2002. Within the defined benefit final salary funded pension scheme, retirement benefits are based on employees' final remuneration and length of service. The pension cost is assessed in accordance with the advice of an independent qualified actuary using the projected unit method on the basis of an annual valuation and charged to the Statement of Financial Activities as described below.

The Pensions Trust - Help The Aged Final Salary Scheme FRS 17 disclosures for accounting year ending 30 April 2008

The employer expects to contribute approximately £1,954,000 for the year starting 30 April 2008. The current arrangements as regards to contribution rates are described in a Schedule of Contributions dated 21 December 2007. These disclosures have been produced in line with the December 2006 amendments to FRS17.

The Scheme assets include ordinary shares issued by The Pensions Trust - Help The Aged with a fair value of £nil (2007 £nil). Scheme assets also include property occupied by The Pensions Trust - Help The Aged with a fair value of £nil (2007 £nil). The Pensions Trust is a multi-employer arrangement. The overall expected rate of return of the Scheme assets has been based on the average expected return for each asset class, weighted by the amount of assets in each class. The Scheme holds quoted securities and these have been valued at current bid-price. The corresponding amounts from previous years have not been restated.

EMPLOYEE BENEFIT OBLIGATIONS

	Value at 30 Apr 2008 £'000	Restated Value at 30 Apr 2007 £'000
Present value of funded obligations	44,169	47,810
Present value of unfunded obligations	-	-
Fair value of scheme assets	(38,190)	(38,052)
	<u>5,979</u>	<u>9,758</u>
Present value of unfunded obligations	-	-
Unrecognised past service cost	-	-
Deficit	<u>5,979</u>	<u>9,758</u>
Related deferred tax asset	-	-
Net liability	<u>5,979</u>	<u>9,758</u>

Profit and loss impact

	Value at 30 Apr 2008 £'000	Restated Value at 30 Apr 2007 £'000
Current service cost	1,183	1,332
Interest cost	2,623	1,980
Expected return on Scheme assets	(2,700)	(2,345)
Scheme service cost	-	-
Total	<u>1,106</u>	<u>967</u>

AMOUNT RECOGNISED IN THE STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

	Value at 30 Apr 2008 £'000	Restated Value at 30 Apr 2007 £'000
Net actuarial gains/(losses) recognised in year	3,329	(6,379)
Net Cumulative actuarial gains/(losses)	(4,714)	(8,043)

Notes to the accounts

continued

21 Pension scheme (continued)

Reconciliation of present value of scheme liabilities and assets

	Value at £'000	Restated Value at £'000
Change in the present value of the defined benefit obligation		
Opening defined benefit obligation	47,810	38,273
Current service cost	1,183	1,332
Interest cost	2,623	1,980
Employee contributions	513	583
Past service benefits granted during the year	-	-
Actuarial losses/(gains)	(6,895)	6,810
Benefits paid (including expenses)	(1,065)	(1,168)
Closing defined benefit obligation	<u>44,169</u>	<u>47,810</u>

Change in the fair value of Scheme assets

Opening fair value of Scheme assets	38,052	34,149
Expected return on Scheme assets	2,700	2,345
Actuarial gains/(losses)	(3,566)	431
Employer contributions	1,556	1,712
Employee contributions	513	583
Benefits paid (including expenses)	(1,065)	(1,168)
Closing fair value of Scheme assets	<u>38,190</u>	<u>38,052</u>

ASSUMPTIONS

Principal actuarial assumptions at the balance sheet date

	At 30 Apr 2008	At 30 Apr 2007
Financial Assumptions		
Discount rate	6.60%	5.45%
Expected return on Scheme assets *	7.00%	6.76%
Rate of increase in salaries	5.00%	4.69%
Rate of increase in payment of pre 2005 excess over GMP pensions	3.50%	3.19%
Rate of increase in payment of post 2005 pensions	2.50%	2.50%
Rate of revaluation of deferred pensions in excess of the GMP	3.50%	3.19%
Inflation assumption	3.50%	3.19%

Mortality Assumptions

	2008	2007
The average life expectancy in years of the pensioner retiring at age 65 on the balance sheet date is as follows		
Male	86.6	85.7
Female	89.4	88.6

The average life expectancy in years of the pensioner retiring at age 65 twenty years after the balance sheet date is as follows

Male	87.4	86.6
Female	90.2	89.4

Assets in the Scheme as a percentage of total Scheme assets

	At 30 Apr 2008	At 30 Apr 2007
Fixed Interest Bonds	28%	27%
Index-linked Bonds	5%	5%
Equities	59%	61%
Property	7%	6%
Cash	1%	1%

	2008	2007
	£'000	£'000
Actual return on Scheme Assets	<u>(866)</u>	<u>2,777</u>

Gains and Losses

	2008 £'000	2007 £'000	2006 £'000	2005 £'000	2004 £'000
History of experience gains and losses					
Defined benefit obligation	(44,169)	(47,810)	(38,273)	(32,205)	(28,161)
Scheme assets	38,190	38,052	34,149	26,041	23,023
Surplus/(deficit)	(5,979)	(9,758)	(4,124)	(6,164)	(5,138)
Experience adjustments on Scheme liabilities	(62)	(1,965)	171	257	689
Experience adjustments on Scheme assets	(3,566)	431	4,559	227	1,933

* Note This refers to the expected rate of return on assets as at the beginning of each period presented

Notes to the accounts

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22 Obligations under operating leases

At 30 April 2008 the group and charity are committed to the following payments during the next year in respect of operating leases

	Land and buildings 2008 £'000	Land and buildings 2007 £'000
Leases which expire		
Within one year	1,022	703
Within two to five years	4,149	3,975
After five years	2,007	2,248
	<u>7,178</u>	<u>6,926</u>

23 Retail activities

	2008 £'000	2007 £'000
Retail income		
Activities for Generating Funds include		
Merchandising and retail		
Donations under Retail Gift Aid programme	2,449	-
Sale of donated and bought-in goods	27,446	30,993
Merchandising income - Mail Order Limited	1,490	691
	<u>31,385</u>	<u>31,684</u>
Other trading income		
Intune Group Limited	2,525	2,403
Research into Ageing	81	22
	<u>2,606</u>	<u>2,425</u>

2008 includes income of £2.45m representing donations from supporters resulting from sale of their goods through Help the Aged shop's Retail Gift Aid Programme

Cost of selling donated goods and Bought-in goods

During 2008 the Charity made the following changes

4.6% of the cost of selling donated goods has been allocated to charitable activities. The percentage allocation is based on the number of hours per week spent by full-time equivalent staff in promoting the Charity's activities.

The basis of allocation of charitable activities over the strands has been changed to reflect the operational structures the activities relate to.

To ensure better comparability between 2008 and 2007 financial years, the 2007 audited accounts have been restated to reflect the changes. The 4.6% amounted to £1.160K in 2008 (2007: £1,172K).

24 Related parties

Help the Aged has taken advantage of the exemption given by Financial Reporting Standard 8, Related Party Disclosures from disclosing transactions with subsidiaries. These are listed in note 4. There are no other related party transactions.

25 Share Capital

The company is limited by guarantee and has no share capital. The liability of members is limited to the sum of £1 per member.

26 Contingent liability

Lloyds TSB Bank Plc has made available a loan of £1 million to The Prime Initiative, an independent institute. This has been provided to enable The Prime Initiative to support older people setting up in business. If and in so far as The Prime Initiative is unable to repay the loan facility of £1 million, Help the Aged has undertaken to make available on demand to The Prime Initiative such sum as Lloyds TSB Bank Plc may demand up to a maximum of £50,000 in total of outstanding capital and interest. Help the Aged has no liability to pay The Prime Initiative under the guarantee as at 30 April 2008. Help the Aged has paid £20,335 to The Prime Initiative under the guarantee from 2001 to date. The liability on the guarantee at 30 April 2008 was zero (2007: zero).

Notes to the accounts

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27 Income receivable

The following restricted grants were received during the year

Organisation	Project	2008 Grant
Age Concern NI	HandyVan Belfast	12 012
Allan & Nesta Ferguson Chantable Trust	South Asian Flood Appeal	5 000
Atlantic Philanthropies	CAP	100 000
Big Lottery Fund Northern Ireland	Information Age Project	51,553
British Genatnc Society	Biomedical Research	122,632
The Childwick Trust	Disconnected Mind	10,000
Comic Relief	Elder Abuse	17,500
Comic Relief	Wales Older People Rural Programme	45,732
Commission for Social Care Inspection	Experts by Experience	93,987
Dept for Communities and Local Government	Neighbourhood Wardens	42 043
Dept for Work and Pensions	Financial Exclusion	23 069
Dept of Health	Advocacy/end of Life	32,882
Dept of Health, Social Services and Public Safety	Community Development	49,884
Dungannon and S T borough Council	HandyVan – Dungannon	7,500
Dunhill Medical Trust	Biomedical Research	19,500
Edith Murphy Foundation	Disconnected Mind	50 000
Eveson Chantable Trust	Birmingham Home Support	10 000
GoodFund	North East Projects	54,444
Helen Jean Cope Chantable Trust	Chamwood HV	10,000
Henry Smith Charity	Biomedical Research	50,000
Herbert & Peter Blagrove Chantable Trust	Biomedical Research	8 500
Jane Hodge Foundation	Cardiff HandyVan	6 000
Joanna Hewitt Chantable Settlement	Disconnected Mind	10 000
John Ellerman Foundation	SeniorLink National Community Fund	40,000
Kirby Laing Foundation	Disconnected Mind	10,000
Lady Elizabeth Kaye of St James's Charity	Westminster	10 000
Mrs M Maxwell-Stuart's Chantable Trust	Ophthalmic work	5 800
Northern Ireland Office (CSU)	Handyvan Belfast	24,024
Peter Beckwith Harrow Trust	Disconnected Mind	20,000
The Peter De Haan Chantable Trust	De Haan Vascular Dementia Fellowship	52 500
The Rank Foundation	HandyVan - Dungannon	18,500
The Rayne Foundation	First Connect - Dungannon	5,000
The Roger de Haan Chantable Trust	De Haan Vascular Dementia Fellowship	52 500
Rosetrees Trust	Biomedical Research	22,500
Rufford Maunce Laing Foundation	Nottingham SeniorLink	20,000
Samuel Scott of Yews	Research into Ageing project 238	5 000
Trusthouse Chantable Foundation	Benefits Advice Programme	23,000
Welsh Assembly	Wales Speaking Up for Our Aged Co-ordinator	21,462
Welsh Assembly	Growing Older in Wales	32 976
WTJ Griffin Chantable Settlement	Disconnected Mind	5,000

Trustees and advisers

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Jo Connell^{1,2,4,5,6}

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Stuart Castledine (appointed 26 October 2007)

Research into Ageing President 7

HRH The Duchess of Gloucester GCVO

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Finsbury Dials

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As required by the Articles of Association, Beverly Castleton, Brian Fox, Christopher Woodbridge, Rosemary Kelly and Angus Young retire Hilary Wiseman and Simon Waugh, having been appointed to the Board since the last Annual General Meeting, retire and being eligible offer themselves for election

The Charity would like to record its thanks to Barry Keates CBE, who retired as a trustee on 10 August 2007 after seven years of service to the Charity, and to John D Mather, who retired as a trustee after 15 years of service to the Charity

The Charity deeply regrets the deaths of Kevin Williams, a trustee for many years, and of David Glencross, a trustee for a shorter term, and recognises with gratitude their contribution as trustees

The Board is grateful for the additional advice and expertise of the following people and organisations who have served on advisory committees

Speaking Up for Our Age Steering Group
Social Policy Ageing Information Network (SPAIN) Group
The Older People's Reference Group (HOPE)
Research Advisory Council
Stage for Age
National Association for Providers of Activities in Care (NAPA)
Social Policy Committee
Pennell Initiative for Women's Health

- 1 Member of Finance Committee
- 2 Member of Audit Committee
- 3 Member of Remuneration Committee
- 4 Member of Nomination Committee
- 5 Member of Property Committee
- 6 Member of International Committee
- 7 Research into Ageing is a special trust of Help the Aged

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Help the Aged would like to thank all the following for their generous support

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Funders

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The Albert Hunt Trust
Atlantic Philanthropists Charitable Trust
The Barbour Trust

Cecil and Hilda Lewis Charitable Settlement
Childwick Trust
The Donald Forrester Trust
Dunhill Medical Trust
Edith Murphy Foundation
Edwin George Robinson Charitable Trust
Essex Community Foundation
The Eveson Charitable Trust
Fox Memorial Trust
The GoodFund
Helen Jean Cope Charitable Trust
Henry Smith Charity
The Herbert and Peter Blgrave Charitable Trust
The Homelands Charitable Trust
The Jane Hodge Foundation
Joanna Hewitt Charitable Settlement
The John Ellerman Foundation
The Joyce Lomax Bullock Charitable Trust

Kinsurdy Charitable Trust
Miss Evelyn M Murdoch Charitable Trust
The Northern Ireland Housing Associations' Charitable Trust
The Peter Beckwith Harrow Trust
Peter De Haan Charitable Trust
Pilkington Charities Fund
The Rank Foundation
The Rayne Foundation
Roger De Haan Charitable Trust
Rose Park Trust Ltd
Rosetrees Trust
The Rufford Maurice Laing Foundation
The Sir Edward Lewis Foundation
Sir Samuel Scott of Yews Trust
Skerrett Trust
Southend Fund

St James Charity
The Stobart Newlands Charitable Trust
Trusthouse Charitable Foundation
W T J Griffin Charitable Settlement

Central Government Agencies

Commission for Social Care Inspection
Department for Communities and Local
Government – Special Grants Programme
Department for Work and Pensions

Department of Health

Department of Health Section 64
Northern Ireland Office (CSU)

Welsh Assembly Government (Strategy for
Older People)

Local Government Agencies

Buckinghamshire Fire & Rescue Service
Dungannon and S Tyrone Borough Council

Dungannon District Policing Partnership
Dungannon Health and Social Services Trust

Others

Age Concern Northern Ireland
British Geriatrics Society
Comic Relief
The Miss Beth Gadesden Memorial Award

Mr and Mrs Perry
The Safer Reading Campaign
Mr and Mrs Stone
Translink

Project Partners

Action on Elder Abuse
Advice NI
African Palliative Care Association
Age Concern Calderdale
Age Concern England
Age Concern Herefordshire & Worcestershire
Age Concern Hinkley & Burbage
Age Concern Manchester
Age Concern Nottingham & Nottinghamshire
Age Concern Scotland
AGE Platform
Age Sector Reference Group
Albanian Association of Gerontology
Geriatrics
Alzheimer's Society
American Life
Anchor Housing Trust
Ards Community Safety Partnership
Association for Psychosocial Help and
Development of Voluntary Work Gracanica
OSMIJEH (Bosnia and Herzegovina)
Balta Maja (Latvia)
Beth Johnson Foundation
Better Government for Older People
Better Government for Older People Cymru
Better Government for Older People's
Advisory Group Eastern Region
Brent Admiral Nurse Scheme
Broadway
Budapest Pensioners' Federation (Hungary)
Business in the Community
Car Care Plan Limited
Care & Repair England
Care Commission Scotland

Carers NI

Carers UK
Citizens Advice

IANet
Institute of Palliative Medicine (India)
Lastavica (Serbia)
The Law Centre
Lincolnshire PALS
Lindsay Cars, Ballymena
Liverpool Care Pathway
The Macular Disease Society
Magherafelt Council
Maitland House Care Home
Manchester Refugee Support Network
Medicash Health Benefits Limited
'Meet the Mouse' Cymru

National Mentoring Network
National Pensioners' Convention
NEA
Newry & Mourne HSS Trust
NHFA Ltd

NHS24 Scotland
NICVA
NI Housing Executive
Nortel Networks
Northbrook Technology

North & West HSS Trust
Northern Bank
Northern Ireland Courts Service
Northern Ireland Human Rights Commission
Northern Ireland Libraries
NvTv
Office of the First Minister and Deputy First
Minister (NI)
Older people's independent forums across
England, Northern Ireland, Scotland and
Wales
Older People's programme
Oxford Institute of Ageing

Co-operative Bank plc
 CoSLA
 Counsel & Care
 Craigavon & Banbridge Health & Social
 Services Trust
 DEM members Scotland
 Diabetes UK

 Elder Abuse Alliance
 Eldercare
 Elderly Accommodation Counsel
 Energywatch
 Engage with Age
 Estonian Pensioners Association
 Forum50+ (Poland)
 Forum Pre Pomoc Starsim (Slovakia)
 General Consumer Council of Northern
 Ireland
 Geron Foundation (Romania)
 Glenkens Trust
 Glenravel Community Association
 Golden Charter Ltd
 Guinness Trust – Tendering Home Improving
 Agency
 Habinteg Housing Association
 Hampshire Trading Standards
 Hanover Housing Association
 Health Promotions Agency
 HelpAge India
 HelpAge International
 HelpAge Sri Lanka
 Help the Hospices
 HM Prison Bullingdon
 Homefirst HSS Trust
 Homeless Link
 Hospice Miloserdie Association (Bulgaria)
 Housing Association Charitable Trust (hact)
 Housing Corporation
 HFSC Partnership Initiative

The Pension Service
 Perth & Kinross Constabulary
 Prime Focus
 Providence Row

 PSNI
 PSNI – Independent Advisory Group for
 Older People
 Queen's University Belfast
 Rasharkin Community Association
 RBS Insurance
 Royal College of Nursing
 Royal Pigeon Racing Association
 Royal Society of Chiropractors and Podiatrists
 Scottish Gas
 The Scottish Government
 Shelter

 Slovene Association of Pensioners
 Social Security Agency
 South & East HSS Trust
 South West Seniors Network
 St Mungo's

 Thamesreach Bondway
 Time Banks UK
 Torridge Voluntary Services
 Translink
 UKI Partnerships
 UNAT Direct Insurance Management Ltd
 Victim Support NI
 Voluntary Service Bureau
 Will Aid
 Winsford House Care Home
 Woking Homelink
 Woman's Aid
 Workers' Educational Association
 WRVS
 Zivot90 (Czech Republic)

Thank you also to all the older people's groups and individuals who supported
 our campaigns in 2007-8

Recent Help the Aged publications

Policy reports

Age-friendly Cities what makes a big age-friendly? London's Contribution to the World Health Organization's Age-friendly Cities Project

The Challenge of Dignity in Care: upholding the rights of the individual

Forgotten Voices engaged communities and active citizenship

Incontinence and Older People is there a link to social isolation?

Keeping on the Move old age – not the end of the road

Northern Ireland Spotlight Report 2008 spotlight on older people in Northern Ireland

Older Men, Health and Work. reviewing the evidence (TAEN – The Age and Employment Network)

On My Doorstep' communities and older people

Spotlight 2008 spotlight on older people in the UK

Towards Common Ground: the Help the Aged Manifesto for lifetime neighbourhoods

Voice a briefing paper on the voice of older people in society

Help the Aged Financial Exclusion Programme

Debt and Older People how age affects attitudes to borrowing (report and summary)

The Financial Abuse of Older People a review from the literature

Financial Exclusion among older people

Lost in the Money Maze how advice agencies and credit unions can help older people cope with today's financial systems

Meeting the Challenge defeating pensioner poverty

Other publications

My Home Life bulletins for care home staff

The Northern Ireland Family Album (photographs by John Harrison)

Volunteers All a 21st birthday tribute to Help the Aged local fundraising committees

Worth Fighting For ten stories of ageism

Dignity on the Ward pocket guides for hospital staff

Bereavement and Loss

Dying

Pain

Promoting Dignity in Hospital

Working with Hospital Patients with Dementia or Confusion

Working with Older People from Ethnic Minorities

Policy statements

Addressing Digital Exclusion

Age Discrimination in Goods, Facilities and Services

Age Equality

Assistive Technology

Care homes and Long-term Care

Dental Care

The Commission for Equality and Human Rights

Civic Engagement

Council Tax

Consumers

Digital Technology

Excess Winter Deaths and Fuel Poverty

Financial Services

Human Rights

Incontinence

Internet and Other Digital Technology

Involving Older People in Planning and Local Decision-making

Isolation and Loneliness

Meeting Care Needs in the Community

Mobility and Transport

Osteoporosis

Participating in the Community and Activities

Pensioner Poverty

Personal Budgets and Self-directed Care

Physical Activity

A Positive Equality Duty for Age

Preventing Falls

LifeGuides: practical advice for people in mid-life and beyond

Making Your Money Work for Your Future (Paul Lewis)

Working at 50+ (Malcom Hornby)

How to Thrive Past 55 (edited by Deanna Wilson)

Caring for a Parent in Later Life (Judith Cameron)

See www.helptheaged.org.uk for further details and downloads of many of the above titles. Those not available as free downloads can be ordered via 020 7239 1946 or, in case of the LifeGuides, direct from the website ordering system.